

MEXICO.....

IS WAITING FOR YOU WITH OPEN ARMS.

Important information you should know on your next trip to Mexico.

Dear traveler:

Mexico, your second home away from home, is looking forward to welcoming you to our warm and beautiful country. Your peace of mind, health and security is a priority for us. For that reason, we want to share important information with you that will allow you to fully enjoy your next visit to Mexico. As always, we have worked towards providing you an unforgettable vacation experience.

SAFE TRAVEL

- **Due to the COVID-19 pandemic, is it safe to travel to Mexico?**

This global pandemic has caused important repercussions and changes in the way we travel worldwide; however, all tourism providers and hoteliers in Mexico have health and safety top of mind today more than ever. Service and quality standards in terms of hygiene, safety and sanitization have increased and been implemented to take care of travelers at all times during their stay in Mexico.

- **What should I consider when I travel?**

- ✓ Stay informed about the health, hygiene and safety measures of the airline, airports, resort, local transportation company and municipal/State regulations you are visiting (It is recommended that you visit their websites for the most updated information).
- ✓ Monitor your health and wellbeing. **It is important to have health insurance that covers COVID-19 abroad.**
- ✓ Locate the health centers closest to the resort where you will be enjoying your vacation.
- ✓ Book activities online in advance where possible to avoid the use of cash as much as possible during your trip.
- ✓ Comply at all times with international and local health and hygiene protocols, including wearing a face mask, covering your cough, avoiding rubbing your face, eyes, nose or mouth, washing your hands frequently for more than 20 seconds, using antibacterial gel, etc.

AIR TRAVEL

- **When traveling by air, what should I consider prior to booking/traveling?**

- ✓ Confirm flight status and, if possible, download the airline app for updates.
- ✓ Cancellation / Refund / Changes Policy
- ✓ Requirements for international flights (Pre Check-in, Boarding, Luggage, Onboard protocols)
- ✓ Once at the airport, observe, respect, and follow the recommended guidelines on each of the signs regarding hygiene, sanitization, and social distancing.
- ✓ At all times, wear a face mask and carry enough for the duration of your flight.
- ✓ Carry alcohol wipes with you and clean every surface you are going to touch.
- ✓ Carry liquid hand sanitizer up to 12 ounces in your hand luggage if possible. Check the regulations of each airport very carefully, as many only allow liquids in containers of less than 3 ounces.

- **What do most airlines do to prioritize health and safety?**

- ✓ Medical evaluation and protective equipment for all airline employees.
- ✓ Antibacterial gel in all facilities and ongoing furniture and surface cleaning.
- ✓ Temperature scanning and interviews to all passengers.
- ✓ Single-file lines and social distancing for boarding.
- ✓ Sanitization of all cabins with a detailed cleaning and misting process.
- ✓ Antibacterial gel on board.
- ✓ Drinks and snacks are provided on an individual basis.
- ✓ Items on board are sealed and sanitized.
- ✓ Use of HEPA filters that eliminate 99.99% of viruses and bacteria.

- **What are the hygiene, sanitization, and safety regulations within the main airports in Mexico?**

- ✓ Social distancing, as well as cleaning and sanitization, between terminals and shuttles.
- ✓ Screen protection in check-in modules.
- ✓ Antibacterial gel dispensers in various areas around the airport.
- ✓ Temperature checks and protective equipment for all personnel, such as masks and gloves.
- ✓ Constant sanitization and cleaning in all areas where the traveler passes through, including elevators, waiting rooms, escalators, etc.
- ✓ Risk prevention questionnaire in both departures and arrivals.
- ✓ Safety and social distancing zones at areas of gathering, such as checkpoints, boarding areas and retail stores.
- ✓ Social distancing in migration zones, as well as protective equipment for all migration officers.
- ✓ The latest technology in temperature sensor when entering the country.

MIGRATION

- The protocols at immigration/passport control/border control will vary at different states: Baja California Sur, Jalisco, Nayarit, Quintana Roo.

GROUND TRANSPORTATION

- **What are the measures taken by the main transportation operators in Mexico that provide service to hotel zones for Private Service, Taxis, Shuttles, Buses?**
 - ✓ Social distancing before and during boarding the vehicle.
 - ✓ Antibacterial gel.
 - ✓ In many cases, a protective screen that separates the driver from the passengers.
 - ✓ Constant security and hygiene rules in the vehicles.
 - ✓ Virtual reservation procedures.

HOTELS

- **What are the main measures and clear protocols that hotels/resorts in Mexico are implementing to meet international health and safety standards for travelers?**
- **Resort Staff**
 - ✓ Special training of hygiene, cleaning and sanitization protocols and practices to help prevent the spread of the virus.
 - ✓ Social distancing in each of the interactions with guests, as well as with co-workers.
 - ✓ Continuous temperature checks, as well as the use of masks, frequent hand washing, use of antibacterial gel and strict sanitization controls.
- **Guests**
 - ✓ Availability of sanitizing mats/sanitizing tunnels/thermal chambers.
 - ✓ Temperature checks.
 - ✓ Availability of antibacterial gel dispensers.
 - ✓ Social distancing guidelines with signage reminders throughout the resorts.
 - ✓ Personal protection kits (available at arrival or departure of the property)
 - ✓ Luggage sanitization upon arrival and prior to departure.
 - ✓ No cash policy.

- **Resort Areas**

- ✓ Staff to respect a healthy distance from each other and guests, without diminishing service and quality.
- ✓ Social distancing practices, frequent cleaning and sanitization, thermal cameras in reception areas (guests are encouraged to utilize the resort's online tools when possible to minimize in-person processing).
- ✓ Sanitization, constant cleaning, and social distancing in lounge areas.
- ✓ Constant hygiene and sanitization of pools & towels.
- ✓ Use of virtual menus, as well as QR codes.
- ✓ A diminished capacity of seats at restaurants to exercise social distancing.
- ✓ Strict hygiene and sanitization practices in areas of food, supplies and consumer product.
- ✓ Use of hospital-grade sanitizing products.
- ✓ The housekeeper's shoes and service carts are to be kept outside the rooms.
- ✓ Decorative elements, such as cushions, are removed during the pandemic.

COVID-19 ASSISTANCE IN HOTELS

- **Please visit the website of the selected hotel and review the protocols that are exercised concerning COVID-19 as each one has implemented a series of protocols aimed to provide you with a safe stay. For greater certainty, you can call your hotel directly and they will gladly answer every one of your concerns personally.**

TOURS AND RECREATIONAL ACTIVITIES

- **Is it safe to tour or attend recreational parks?**
 - ✓ Yes, it is safe, although we recommend you to check the website of the site you are visiting to know the safety, hygiene, and cleanliness protocols to provide you better certainty.