



ENTERTAINMENT & HOSPITALITY

Riviera Diamante Acapulco, September 15th, 2021

OFFICIAL STATEMENT

Grupo Mundo Imperial wants to make of public knowledge to guests, clients, and hosts, that following the earthquake registered on September 7th, 2021, at 8:47 PM (CST) with a magnitude of 7.1 in the Richter scale, and respecting all the established safety guidelines and protocols, our hotel Palacio Mundo Imperial underwent a period of exhaustive reviews, led by the structural engineers: Ing. Alfredo Carlos Arroyo Vega, CED. PROF. 853691, Co-Responsible in Structural Safety of Mexico City C/SE-0184, and Arq. Edmundo Guzmán Reveles, CED. PROF. 0953177, Director Responsible for Construction: 244, who concluded that our hotel didn't suffer any structural damage, so its facilities can guarantee the safety and well-being of our guests, clients and hosts.

However, Grupo Mundo Imperial has decided to continue with the suspension of the activities at Palacio Mundo Imperial, so some cosmetic repairs can be performed and above all, to restock some material losses suffered after the earthquake, so that we can maintain the highest quality standards in the experience offered at our facilities that identify our brand.

We will resume the activities at Palacio Mundo Imperial starting on October 14th, 2021, and we are already actively receiving reservations for accommodation starting on this date. In the meantime, we will continue working hard to make Palacio Mundo Imperial a place full of new and attractive experiences, which we're sure will be the delight of all visitors.

On the other hand, both Princess and Pierre Mundo Imperial will remain open with regular operations and will be able to host all guests that already have a confirmed reservation at Palacio Mundo Imperial, respecting the original conditions of their corresponding reservations and maintaining a flexible policy on the potential change of the dates of stay, if required. As a group, we continue to adhere to all our security measures and implementing the required health protocols through our quality and prevention program Imperial Clean, to ensure that all visitors may enjoy their stay in Acapulco.

Our reservations team will continue available to all clients so that any questions or requests may be attended through our official communication channels:

- 800 090 99 00
- *9900 from a domestic mobile phone number
- 744 225 32 00
- reservaciones@mundoiimperial.com
- Through our direct messages in our official social media platforms: @MiHotelPrincess, @MiHotelPierre, @MiHotelPalacio.

In Grupo Mundo Imperial, as leaders of the tourism industry, we want to reassure our commitment with our guests and visitors by offering the highest level of guest service, and the utmost safety and tranquility during these times.

We appreciate your understanding and support.
Sincerely,

Grupo Mundo Imperial