



RIVIERA MAYA • CANCÚN • PUERTO VALLARTA • COZUMEL • MANZANILLO • GUADALAJARA • MORELIA

**Arriva Hospitality Group, committed to your safety.**

At the Arriva Hospitality Group, our Sensira Resort & Spa, Crown Paradise Resorts and Vista Hotels brands, we constantly strive to offer our guests wonderful experiences, in an atmosphere of comfort and relaxation, establishing a relationship based on trust and making your safety our highest priority.

Consequently, we have been carefully monitoring information received regarding the coronavirus (COVID-19) outbreak, the preventive measures we should take, and the international protocols that are being put in place.

Due to the recent official pandemic declaration and travel recommendations issued by the World Health Organization, we want to inform you about actions we have already taken and changes in our policies we have implemented to protect not only your health, but also the vacation experience we wish offer you.

**We are following the most stringent protocols in hygiene and safety; we are ready to welcome our mutual guests.**

We have reinforced our already high standards of cleanliness to ensure you won't have any problems during your stay. We are also paying close attention to the new protocols and recommendations announced by health authorities, such as increasing the availability of disinfectants and hand sanitizers, security checkpoints and each new change published. Please rest assured that our cleaning supplies and materials meet the strictest standards.

**We have made our cancellation policies more flexible.**

We are aware that there is increasing uncertainty about travel restrictions and that they are changing by the day, therefore we are offering the following alternatives to our mutual clients, until further notice:

**For existing reservations**, traveling up to April 30, 2020, we will allow modifications and cancellations without a penalty charge\*.

**For new reservations**, traveling up to December 19, 2020, we are offering you the flexibility of cancelling up to 48 hours before arrival day, without a penalty charge\*.

**For group reservations**, we will be more flexible regarding payments and cancellations; this will be indicated in the respective contracts\*.

\*In situations where new dates imply a change in rate, we will review each case in detail and offer the best possible solution for both parties.

The validity of these changes may be extended, depending on developments.

Finally, as part of our commitment to you, we will keep a close watch on developments and announcements made by government health, and other, departments, so we can adjust our actions and policies in a dynamic manner, always with our business partners' and clients' best interests in mind.

In the Arriva Hospitality Group we trust that things will get back to normal in Mexico and around the world soon.