



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

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

At Arriva Hospitality Group and our 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 you.**

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 be assured that our cleaning supplies and materials meet the strictest standards.

**Check about the possibility of making changes.**

We want you to enjoy these vacations that you planned in advance. If you reserved individually or directly with us in any of our Arriva Hospitality Group brands properties, we invite you to check the possibility of changing the dates of your stay.

**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 from today until April 30, 2020, cancellation charges will not be made for reservations made directly with us.

**Travel agents and on-line wholesalers know about our new conditions; check their policies.**

If you made your reservation through a traditional travel agent or a wholesaler's website (Booking.com, Expedia, Best Day, etc.), you must check with them regarding their cancellation and change policies. We have already let them know about our new conditions, but the final decision is theirs.

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 in a dynamic manner, always with you and your loved ones' best interests in mind.

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