



Preventive actions by Sandos Hotels & Resorts regarding the worldwide concern of COVID-19

As destinations in the famous Mexican Caribbean, which include Cancun and Playa del Carmen, continue to receive visitors on a regular basis, Sandos Hotels and Resorts is prepared to ensure a safe stay, during this period of international concern about the issue of COVID-19.

We can confirm that to date, there are no changes that affect visitors' experiences, and we cordially invite you to enjoy the amenities of the area and the incredible hospitality that has always characterized us. We wish that you will continue to enjoy the beautiful combination of beach, sun, entertainment, gastronomy of the highest level, and a great variety of adventure sites among our locations.

To reassure our guests, a preventive action that Sandos Hotels & Resorts has implemented includes regular and constant audits carried out by specialized external companies such as Distintivo H and Preverisk, to certify that the hygiene and cleaning protocols both in areas and rooms, such as food preparation and consumption centers, meet international standards.

Preventive protocols include:

Use of independent air conditioners per room, which unlike airplanes and cruises, do not share cooling systems, so the air does not mix.

Application of chemicals and sanitizers authorized and recommended by health services.

Placement and reinforcement of sanitation modules, especially in restaurants.

Ask guests to constantly sterilize their hands and avoid taking their food directly with them.

If a possible case of infection is detected, the protocol will be as follows:

Containment of suspected guests in their room for observation by the hotel's resident doctor. Give notice to the health authorities, that is, the local Health Secretariat, since only they can determine if it is an emergency case, and if so, for the proper transfer and handling with the corresponding measures.

For questions, best practice inquiries, suggestions, or more information regarding the subject, by emailing reservas@sandos.com, we will be attentively responding to requests as soon as possible.