



## Official Statement: Important Reminder About Authorized Booking Channels

*June 6, 2025. Sandos Hotels & Resorts would like to remind our business partners, staff, and the general public that the only official channels for making reservations are:*

1. **Official Website:** [www.sandos.com](http://www.sandos.com)
2. **Call Center:** +52 (55) 85266116
3. **Corporate Email:** [callcenter.mx@sandos.com](mailto:callcenter.mx@sandos.com)

Any other means — including personal social media accounts, unverified links, or deposits to individual bank accounts — are **not authorized** and may pose a **fraud risk**.

In recent weeks, we have detected attempts by third parties impersonating our brand to offer fake promotions or request upfront payments with no affiliation to Sandos Hotels & Resorts.

We strongly urge anyone wishing to book a stay to **always verify** that they are using one of the official channels listed above. Additionally, please note that all legitimate corporate emails end in **@sandos.com**, and our official website uses the **https://** security protocol to protect personal and financial information.

Sandos Hotels & Resorts reaffirms its commitment to transparency, guest safety, and exceptional service. Our customer service team is available to address any questions regarding the authenticity of a reservation or promotion.

For more information or to verify a booking, please contact us directly through one of the official channels listed above.

**Sincerely,**  
**Sandos Hotels & Resorts**

**Marketing Contact:**  
Xavier Ulloa - [marketingdir@sandos.com](mailto:marketingdir@sandos.com)