

The safety and security of our guests and workers is our highest priority. We are doing everything we can to ensure your travel safety and provide maximum possible flexibility, with the coronavirus (COVID-19) situation.

Your Travel Safety

Airlines

The major Airlines are taking precautions to keep passengers safe following the World Health Organization (WHO) protocols, besides all the high standards sanitation measures.

Airports

Also, the Mexico international airports (Cancun, Los Cabos, Mexico City, Acapulco, Guadalajara and Tijuana) are implementing sanitary filters.

Resorts

Solaris Resorts have the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures developed according to public health authorities recommendations:

- ✓ We have established a protocol of cleaning our public areas with OZONE 3 TIMES A DAY, including receptions, lobbies, elevators, door handles, public bathrooms, etc.
- ✓ Talking specifically about rooms, we clean all the rooms with OZONE and high-quality components (including furniture, bedding, bathroom, etc).
- ✓ We have multiple hand-sanitizer stations throughout the resorts.
- ✓ We are applying the highest standards for Food & Beverages services. Solaris Resorts are currently certified BY CRISTAL INTERNATIONAL STANDARDS.
 - CRISTAL is a brand of Check Safety First Limited. PROVIDERS OF SAFETY AND RISK MANAGEMENT SOLUTIONS, GLOBALLY.
- ✓ We are providing disposable wipes for employees to wipe down regularly-used surfaces.
- ✓ Solaris Resorts staff are receiving briefings to keep them updated.
- ✓ Solaris Resorts staff are following the public health authorities preventive recommendations:
 - Washing their hands with soap & water for at least 20 seconds.
 - Avoid touching their eyes, nose or mouth with unwashed hands.
 - Greet without hand contact.

Travel Flexibility

We already have flexible booking options. Given these unique circumstances, we are making additional adjustments to our individual booking policies to give you extra support, offering 2 new programs; valid until march 31st 2020, for reservations traveling from now to july 10th 2020:

BOOKING ASSIST PROGRAM

Solaris Resorts is pleased to offer an enhanced vacation experience with the following options:

- Complimentary room upgrade to the next category, subject to availability upon check-in.
- Use of the other Solaris resort facilities (Cancun only).
- \$300usd resort credit to be used at the hotel.

REBOOK YOUR STAY:

If you still want to cancel your reservation, you can change your booking for future travel dates between now and December 20th, 2020.

- a) Additionally, guests have the option to change to another Solaris® property within the same brand, in a different destination (additional fee may apply) with no cancellation penalty. Travel must be completed by March 31, 2021.
- b) Solaris Resorts is not responsible for airline change fees. Nonrefundable rates also apply.

We'll stay informed and up-to-date to make necessary changes on these protocols.