



## MUNDO IMPERIAL COMMITMENT TO OUR GUESTS & AUDIENCE, CORONAVIRUS (COVID-19)

Mundo Imperial has a strong commitment to providing unrivaled experiences to our guests, visitors, and audience. As a hospitality and entertainment company, the safety and health of our guests, employees, and business partners remain our highest priority.

We are pleased to communicate that we are monitoring the development of COVID-19 along with the Government and Healthcare Institutions at a local, regional and federal level. Our Prevention and Sanitation Department is following up on all protocols and recommendations issued by the Federal Secretary of Health and has aligned all actions and procedures to those dictated by the Federal Secretary of Health and the recommendations made by the WHO.

Our staff is fully trained to follow all the required actions and procedures that ensure a safe and enjoyable stay at any of our properties, in full compliance with all the latest safety procedures issued insight of the current health situation that is taking place in Mexico and the world. These procedures guarantee safe and relaxed experiences at our properties. It is important to note that we have established a set of flexible policies to go with this ever-changing situation.

### CANCELATION POLICY:

In response to the uncommon market conditions, we have updated our cancelation policies, to assure the flexibility of our guests' experience during these challenging times.

For all guests, the following policies have been implemented:

- For guests with existing reservations for any future arrival dates, including reservations with prepaid rates, or any other restrictive offer, we will allow full changes or cancellation with no additional charge for up to 24 hours prior arrival, as long as the cancellation is made by April 30th, 2020.
- For guests making new reservations for any future arrival dates between today (March 17th, 2020) and April 30th, 2020, all changes and cancellations will have no additional charges, up to 24 hours before the scheduled arrival date.

Please note that changes to reservations are subject to availability and rate adjustments.

Guests who booked via online travel agencies, or other third-party professionals, are advised to contact their booking provider for information regarding their policies.

For all reservations booked directly with Mundo Imperial, please use the same channel you used to proceed with your reservation update (website, call center, or sales representative).

### DURING YOUR STAY:

The impact of the COVID-19 virus has changed the way we go about our regular activities, also affecting the way we hold our meetings and corporate events.

Grupo Mundo Imperial has been recognized for our excellent service and commitment to follow every safety procedure such as "Distintivo H" and all the required health and prevention protocols issued by the Secretary of Health and the WHO regarding COVID-19.

**As this situation evolves, we will continue to update this page as we make additional updates to our existing communication around travel safety, flexibility.**