

COVID-19 INFORMATION

March 25th, 2020

Given the strong impact that the recent pandemic of **COVID-19** has had around the world, the **Flamingo Cancun** hotel notifies its clients that we will continue with open doors, welcoming all tourists who continue with their travel plans to the destination.

Likewise, it extends its concern for the safety and health of each of its guests, clients, partners, and employees. That is why, in favor of the well-being of all of us, strict sanitary and hygiene protocols have been implemented, as well as adopted recommendations that health agencies and entities have shared and updated constantly for the good management of the current situation.

Some of the sanitary measures that are being taken are:

- Deep cleaning with disinfectant in rooms, public areas, offices, consumer centers, kitchens, hallways, etc.
- Antibacterial gel dispensers have been placed in public areas, consumption centers, reception, as well as in offices and staff access.
- In the check-in process, the taking of temperature has been implemented, as well as filling out a small questionnaire.
- Reinforcement of the correct hand washing technique.
- Taking temperature and mats with disinfectant in the staff entrance.
- Use of mouth guards and gloves by food-handling personnel, as well as in maids.

On the other hand, considering the modifications and effects that the current contingency may cause to your travel plans. We have implemented new cancellation policies to our individual reservations so that our clients travel and / or book with greater ease:

- For all people who already have a reservation to travel in the month of March and April, they can modify, change or cancel their reservation without penalty up to **24 hours before arrival**. This applies to both flexible and non-refundable rates.

Finally, have the confidence that we will be closely monitoring the information updates that the authorities make known about **COVID-19** and we will continue working on our commitment to the well-being of each of our guests.