



Playa del Carmen, Q.Roo. March 17th, 2021

Dear partner,

The priority for Hoteles Xcaret is to ensure the safety and wellbeing of our guests. Therefore, we are glad to announce that we will continue to provide the complimentary antigen testing for our USA guests for as long as the CDC requires it.

In an additional effort to ensure the safety of all of our guests and employees, we kindly ask for your valuable support on the following points:

- We will gladly welcome any external providers/laboratories for COVID tests outside the ones that currently have a signed agreement with Hoteles Xcaret, however, these providers must adhere to our prevention measures and practices: they must wear Personal Protection Equipment (PPE) that is mandatory to be disposed in the designated areas of the hotel
- Once the test result is achieved, it will be mandatory for those external providers to share the results for positive cases, so Hotel Xcaret can activate as well the Xeguridad 360° protocols and ensure the safety of all guests and staff

We thank you in advance for your consideration and support to our measures. Please feel free to share this info with whomever you deem necessary.

Warmest regards,

Ana Ramirez
Director of Sales – USA & CAN
Hoteles Xcaret