

COVID-19 IMPORTANT UPDATE.

To our Guests, Clients and Members,

At Live Aqua, Grand Fiesta Americana, Fiesta Americana and The Explorean Resorts, your safety and security are our highest priority.

We take pride in offering the safest and best experiences across our more than 180 properties located in Mexico and the Caribbean. All our hotels abide by strict international protocols, especially to those related to sanitary regulations and cleanliness, and are reviewed by officials who certify quality operations such as the Cristal International Standards and/or the Distinctive H norms given by Mexico's Ministry of Tourism and Ministry of Health. In preparation and prevention of the spread of the virus at our properties, we have activated various additional measures such as:

- Continuous cleaning of public spaces and high-contact surfaces such as telephones, pens, computers, doorknobs, remotes controls, light switches, etc.
- Reinforcement of the proper hand washing techniques using alcohol-based hand wash, soap and water.
- Providing antibacterial gel in all public areas.
- Following strict hygiene protocols related to food and beverage with additional measures such as staff wearing face masks while preparing dishes.
- Continuous modification to food and beverage services in accordance with current food safety recommendations.

We also provide numerous services to attend medical concerns including access to a primary health doctor who is available to assist guests onsite immediately, as well as available alliances with top medical facilities in each destination for those who require special medical attention.

We understand and respect guests concerns about COVID-19 and for that reason, we will approve 24-hour cancellations before arrival with no penalty, from now through March 31 for March stays or new bookings. For additional questions regarding bookings please consider the following:

- For bookings made via wholesalers or tour operators, please contact them directly.
- For all other bookings or additional questions, please contact the original booking channel or call 1-800-FIESTA-1.

For all our members at Fiesta Americana Vacation Club, please contact us at infofavclub@posadas.com or by phone at +52 (443) 113-1490. For our Live Aqua Residence Club members, please write us at residenceclub@liveaqual.com, or call 1-888-4178-444. In the case of reservations with third parties, not Fiesta Americana Vacation Club or Live Aqua Residence Club, using membership points, cancellations must comply with the third parties' cancellation policies.

For additional information as it relates to COVID-19 contact the [PanAmerican Health Association](#) at 1 809 5625119 and the [Mexico's Ministry of Health](#) at +52 5551321250.

The health of guests, staff and collaborators has always remained our top priority. We will continue to monitor information on COVID-19 in all destinations and implement any additional measures within the hotels to assure our commitment to guests' enjoyment and wellbeing.

Sincerely,

José Carlos Azcárraga,
Chief Executive Officer.