



# THE MAJESTIC MISSION

Our commitment to cleanliness.

Majestic Resorts has always delivered exceptional quality as a top priority, and now we're elevating our protocols and cleanliness standards to include additional health and safety measures for our Majestic community to enjoy a comfortable, yet safe, vacation during uncertain times.

The Majestic Mission™ will include new protocols to further elevate our standards of quality and cleanliness, backed by third-party certification and guidance from World Health Organization (WHO), Centers for Diseases Control and Prevention (CDC), and local ministries of health.

As the world changes, we stand ready to quickly evolve our procedures continuously and will share the newest developments as they are implemented.

Let's plan to vacation again with the reassurance of The Majestic Mission™.

## Our Key Preventative Health & Safety Measures

We're introducing advanced hygiene practices including complimentary kits with a mask and hand sanitizer, frequent disinfection of surfaces with hospital grade disinfectant, amongst other precautionary measures at key touch points:



Welcome Back: Majestic Smiles Behind Our Masks



Considering Care for Children: Kids' Club



Take Comfort in Your Room



Strengthened Measures in our Fitness Center



Thoroughness Throughout our Resorts



Purely Protected Spa Experience



Dine at a Distance



Breathe in Clean Air: Filter Cleaning



Take a Sip in Security



Virtually Contact-Free Check-Out



Precaution at our Pools & Beach Areas



Safety in Our Majestic Service

Creditable criteria for the best possible, yet safe, vacation.

Backed by Cristal International Standards® and HS Consulting Health & Safety (DR), some of the industry's highest-level certifications, we've verified the best-of-class protocols for quality health and safety.





## Welcome Back: Majestic Smiles Behind Our Masks

- You will be greeted by our Majestic staff at a distance of 6 feet (2 m)
- Staff located at the welcome area will be using facial shields and masks for an extra layer of protection as we welcome you to our resorts
- Personal kit will be provided to each guest upon arrival including a mask and hand sanitizing gel
  - It is recommended for guests to wear a face mask upon arrival, during your check-in experience, and in public areas at the resort as this adds an extra layer of protection for both guests and staff.
  - A complimentary mask will be provided that is surgical quality and should be replaced every 12 hours.
- Temperature check upon arrival for each guest
- Our welcome towels upon arrival will be replaced with a 70% alcohol-grade sterilized disposable towel
- Until further notice, welcome drinks will not be provided upon arrival
- All luggage will be cleaned and disinfected by our staff in a designated area prior to being delivered to your room
- On the ramp through which luggage travels, doormats with a solution of water and bleach will be placed to ensure the disinfection of the wheels of the luggage
- Private express check-in or pre-check-in available for guests
- Floor dots will be placed to assist guests in maintaining a minimum of 6 feet (2 m) apart if waiting in line for check-in
- A minimum of 48 hours will be allotted before a room is reassigned to another guest after being emptied and disinfected with the protocol cleaning supplies
- Our lobby, especially high touch surface areas, will be disinfected frequently with hospital grade disinfectant





## Take Comfort in Your Room

- Disinfection of the guest room prior to entry with professional vaporized disinfectant products using trained exclusive teams for disinfection and cleaning
- Cleaning and disinfection with hospital grade disinfectant of all surfaces in the room including:
  - Furniture
  - TV and telephone
  - Packaged TV remote control will be provided at each guest upon arrival
  - Light switches
  - Doors, handles, aluminum joinery, and lugs
  - Closets including accessories and safety deposit boxes
  - Outdoor chairs and accessories
  - Bathroom countertop, mirrors, sink, and towel fixtures
  - Shower, bathtub (in applicable room categories), and toilets
- Each guest room will be cleaned and disinfected with more than 48-hour interval between guests
- Cleaning of the air conditioning filter will be completed before entry of the next guest(s)
- Amenities kit provided including hand sanitizing gel
- Daily change of bed linens or guest(s) may decide not to have the room cleaned until their departure
- Restricted staff access at the request of the guest(s)





## Thoroughness Throughout Our Resorts

- Staff located in common areas will be using face masks for extra protection
- Hand sanitizing gel will be readily available in all common areas using automatic dispensers
- Traffic circulation areas established throughout the resort
- Separation of more than 6 feet (2 m) of chairs and tables in common areas
- Continuous cleaning and disinfection with hospital grade disinfectant of chairs and tables
- Constant cleaning with hospital grade disinfectant in public restrooms and changing rooms
- Disinfection of all furniture with steam at more than 190°F (90°C) routinely throughout the day
- Decorative water fountains controlled with 2 ppm chlorine
- Encouragement of the use of stairs for movement up or down and separation of more than 6 feet (2 m) in corridors
- Constant disinfection of elevators with hospital grade disinfectant
- Recommendation of 1-2 people within the same travel group at a time per elevator





## Dine at a Distance

- Staff located in restaurants, including chefs, servers, and hostesses, will be using face masks for extra protection
- Show cooking behind plexiglass protection in the main buffets with plate service only
- Enhanced room service experience using the in-room Room Service Box with a maximum 30-minute wait
- Separation of more than 6 feet (2 m) of chairs and tables in all restaurants
- Continuous cleaning and disinfection with hospital grade disinfectant after each use of chairs and tables
- Changing of all tablecloths after each use
- Disinfection of all the furniture with steam at more than 190°F (90°C) routinely throughout the evening
- Visual only menu at the entrance of the restaurant or QR codes for viewing the menu on your phone





## Take a Sip in Security

- Staff located in the bars will be using face masks for extra protection
- Single use preparation materials and glasses in all bars
- Limitation of capacity in all bars
- Separation of more than 6 feet (2 m) of chairs and tables in all bars
- Signage to indicate waiting areas around the bars
- Continuous cleaning and disinfection with hospital grade disinfectant after each use of chairs and tables
- Disinfection of all furniture using hospital grade disinfectant periodically





## Precaution at our Pools & Beach Areas

- Staff located in the pools and beach areas will be using masks for extra protection
- Hand sanitizing gel available in pool and beach areas for guests
- Separation of more than 6 feet (2 m) of hammocks, cabanas, chairs and tables
- Use of signage to indicate disinfected pool and beach furniture
- Daily spraying of furniture with hospital grade disinfectant
- Continuous cleaning of used furniture with hospital grade disinfectant
- Pool chlorine will be maintained at a minimum of 2 ppm controlled every two hours
- Supervision of compliance with the protocols in the pool areas
- Pool towels available upon request
- Single use glasses at pool and beach bars





## Considering Care for Children: Kids Club

- Children must be 6 years or older to enter the kids' club to help maintain social distancing
- Staff located in the kids' club will be using facial shield and mask for extra protection around children
- Personal kit provided to each child upon arrival to the kids' club including hand sanitizing gel
- Regular washing of hands with children will be completed throughout the day
- Temperature check for staff and children 2 times a day
- Cleaning and disinfection of the entire kids' club with hospital grade disinfectant will be completed regularly
- Daily disinfection of all games and materials in the kids' club with hospital grade disinfectant
- Kid's pool chlorine will be maintained at a minimum of 2 ppm controlled every two hours
- Limitation of capacity in the kids' club
- Zerotech high-tech games will be available that encourage keeping distance amongst children
- Various outdoor activities in spacious areas for children







## Strengthened Measures in Our Fitness Center

- Staff located in the fitness center will be using facial shield, mask, and hat for extra protection
- Daily cleaning and disinfection with hospital grade disinfectant of all gym equipment and the facility daily
- Cleaning and disinfection of each machine after use prior to another guest's use
- Minimum distance of 6 feet (2 m) between guests in the fitness center
- Limitation of capacity in the fitness center
- Disposable cleaning towels and blotting paper available for use after each use of the machines
- Availability of outdoor exercise including aerobics, spinning, and more
- Temperature check of the guest prior to entering the fitness center





## Purely Protected Spa Experience

- Staff located in the spa will be using facial shield, mask, and hat for extra protection
- Daily cleaning and disinfection with hospital grade disinfectant of spa facility
- Cleaning and disinfection of the treatment room with hospital grade disinfectant after each session
- Pools, tubs and fountains in the spa controlled with 2 ppm chlorine
- Limited capacity allowed in the spa's waiting room and relaxation area
- Single-use robes for spa masseuses
- Use of disposable materials for each massage session
- Temperature check of the guest and spa personnel before each treatment





## Breathe in Clean Air: Filter Cleaning

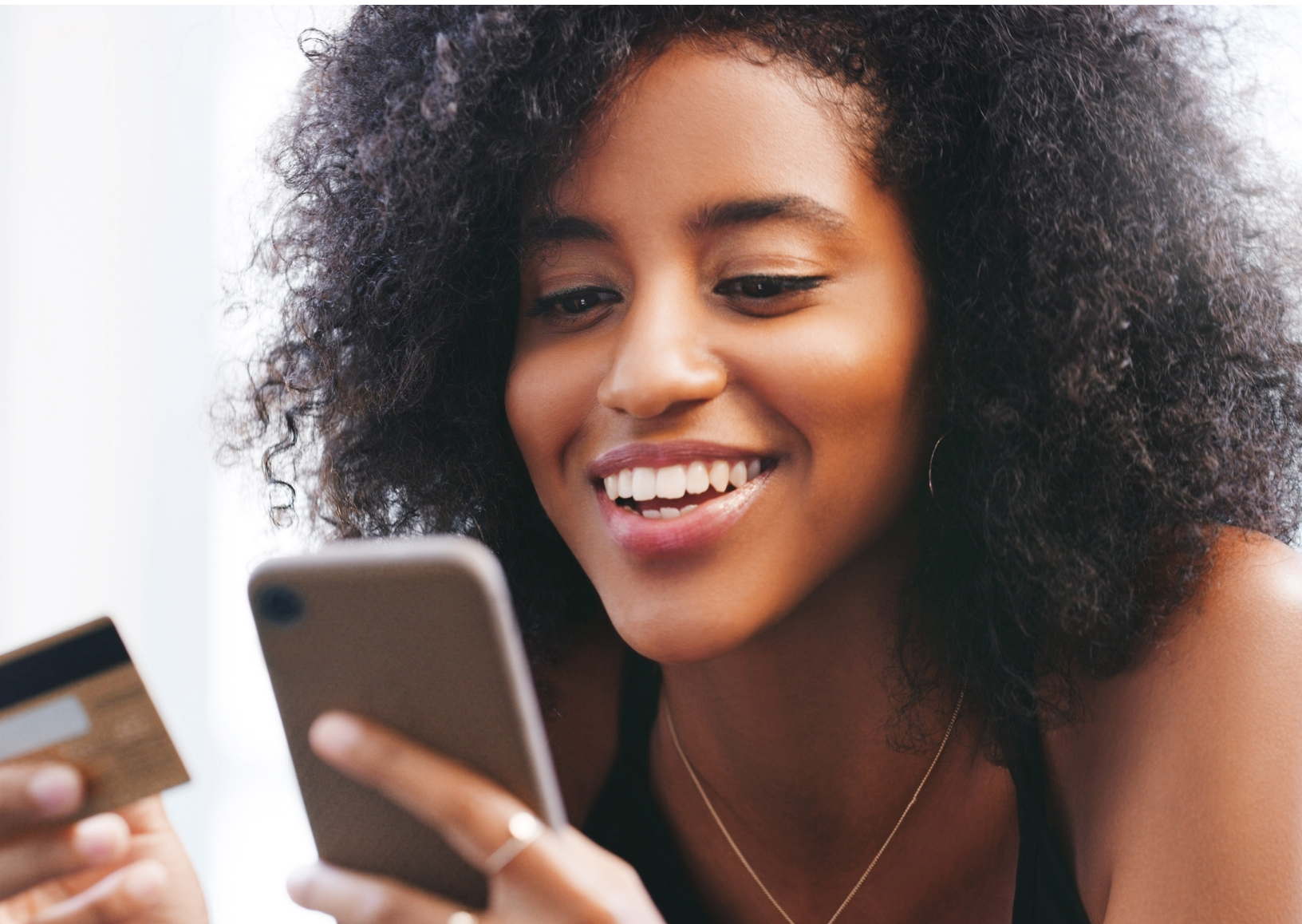
- Air renewal and filtration system providing a clean air environment
- Filter cleaning completed regularly
- Cleaning of the air conditioning filter in each guest room before entry of another guest





## Virtually Contact-Free Check-Out

- Express check-out from your room for your convenience and safety
- Any expenses billed to your room number will be sent digitally prior to departure
- New check-out time of 11:00 AM to allow for more time to properly disinfect guest rooms
- Floor dots will be placed to assist guests in maintaining a minimum of 6 feet (2 m) apart if waiting for their transfer for departure in the lobby





## Safety in Our Majestic Service: Safety Measures for Our Staff

- Continuous training with our staff on procedures against COVID-19
- Daily temperature check for our staff upon arrival
- Shoe disinfection and daily uniform cleaning upon arrival
- Staff locker room with controlled and limited capacity
- Personal kit provided to each staff member upon arrival including a mask, hand sanitizing gel, and face shield
- Daily cleaning and disinfection of work equipment with hospital grade disinfectant
- Protection with single-use material for spa personnel
- Support health service available for staff
- Testing provided for staff with symptoms or suspected contact with COVID-19

We're always here to help.

24x7 medical support available at the hotel by dialing extension 0 from your room if you feel ill or have any symptoms.

Our continued promise.

We're continuously monitoring international standards and protocols regarding the health and safety of our guests and staff to ensure the preventative measures we're taking are only the best.

Remember to take into consideration these preventative measures are being put in place to prevent the spread of COVID-19 but are not in place of continuing to take part in maintaining social distance requirements and frequently washing hands for 20 seconds with soap and water to improve efficacy.

These health and safety protocols are preventative measures against COVID-19 to provide a safer environment for our Majestic community, however, Majestic Resorts cannot guarantee your health during your travels as we are in an active pandemic situation. Please travel safely and we remain committed to keeping you as safe as possible.



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## Questions? We're here to help.

### Usage of Masks

**Q. Are masks mandatory for staff and suppliers?**

Yes, all Majestic Resorts staff and suppliers will be required to wear masks for an extra layer of protection for our guests.

**Q. Are masks mandatory for guests in public areas?**

Masks are not mandatory for guests but are recommended for all guests older than 2 years of age who are capable of wearing a face covering. Please consider wearing a mask in public areas, especially in passing zones or enclosed spaces such as on your way to and from your guest room, lobbies or lounges, restaurants and bars until seated at the table, the fitness center, and the spa.

If a guest is without a mask in a public area or where social distancing is more difficult to maintain, they may be asked to move to allow 6 ft (2 m) of space between guests and / or staff.

**Q. Are masks mandatory at the pool for guests?**

No, face masks are not mandatory at the pool as long as social distancing between travel groups is maintained.

**Q. Are masks mandatory at the beach for guests?**

No, face masks are not mandatory at the beach as long as social distancing between travel groups is maintained.

**Q. Are masks mandatory at restaurants and bars for guests?**

It is recommended for guests to wear masks at restaurants and bars until they are seated, especially at indoor restaurants to move around the area, but not mandatory. The restaurants and bars will have a safe distance of 6 ft (2 m) implemented between tables and chairs so guests can remove their masks while seated to eat and drink.

**Q. Will complimentary masks be provided to guests?**

Yes, complimentary surgical-grade masks will be provided to guests by Majestic Resorts. These masks will last up to 12 hours.



**Q. Where are masks available at the resort?**

Masks will be provided upon arrival and then will be available at the front desk, guest services desk, and / or delivered to your room upon request.

**Q. Are guests allowed to bring and wear their own masks? If so, what are the requirements?**

Yes, guests are allowed to bring and wear their own masks to the resorts. If a guest brings his or her own mask it should be according to the recommendations of the CDC:

- Fits snugly but comfortably against the side of the face
- Completely covers the nose and mouth
- Is secured with ties or ear loops
- Includes multiple layers of fabric
- Allows for breathing without restriction
- Able to be washed and dried without damage or change to the shape

Masks should always be worn properly. Staff will be authorized to request the guest to change or adjust his or her mask if it is not following the recommendations.

**Q. What is the procedure recommended for putting on and removing masks?**

Please wash your hands with soap and water, or hand sanitizer if soap and water are not available, before putting on your mask and after removing your mask. Always put on, remove and handle the mask using the straps.

Always place your mask in an area that will not require another person or staff member to accidentally come in direct contact with your mask.

**Q. How will masks be kept clean during the guest's entire stay?**

Guests should dispose of complimentary surgical grade masks provided by Majestic Resorts after 12-hours and pick up or request a new mask to wear.

If you are bringing your own mask, please familiarize yourself with the recommended time of use for disposable masks. Single-use masks should always be disposed of if they have become contaminated and / or visibly appear unclean. According to the CDC, cloth masks should be washed daily after use. Lay flat and allow to completely dry before wearing the mask again. If possible, place the cloth face-covering in direct sunlight.

If a guest's mask appears unclean, the staff will be authorized to request the guest to replace his or her mask with one of our complimentary surgical grade masks.

**Q. Can masks be shared?**

No, an individual should always use their own mask and never share his or her used mask with another person.

**Q. Will there be specific trash cans marked for mask disposal?**

Yes, trash cans will be marked for mask disposal around the property in public areas.



## Butler Service / The Club

### Q. Will the adults-only section still have butler service? If so, will there be limitations?

Butler service is still included in The Club sections. The Club services will remain the same, but butlers will be required to keep a safe distance of 6 ft (2 m) and all services will be performed under the new guidelines and protocols.

## Entertainment

### Q. Will the casino be open as soon as the resort re-opens? What restrictions will be placed at the casino if open?

Yes, the casino will be open as soon as the resort re-opens. We will have hand sanitizer at the entrance and distributed in the area. Staff will be cleaning and sanitizing machines after each guest's use.

### Q. Will the nightclub be open?

The nightclub will be open based on the ability to maintain safety protocols. We will be offering music and dance entertainment in open areas of the resorts.

### Q. Will there be any nighttime entertainment like shows, etc.?

Yes, a variety of entertainment, including nighttime activities and other open space activities, will be available.

### Q. Are water activities still available at the pools and beaches? How will the sterilization of water activity rental equipment be handled?

Yes, water activities will be available in pool and beach areas operating under the protocol of maintaining a safe distance. Water equipment such as kayaks and other equipment at the watersports center will be sanitized by staff after each guest's use.

## Pools

### Q. Will the swim-up bars be open?

Yes, swim-up bars will be open for guests.

### Q. How will social distancing be maintained at the pools?

Pool furniture will be spaced at a minimum of 6 ft (2 m) apart or signage will indicate available Bali beds to ensure guests are able to relax at a safe distance. Staff will be assigned to the pool areas that are dedicated to assisting in maintaining social distancing guidelines.

### Q. Will there be pool foam parties?

Foam parties will not be available immediately upon reopening the resorts due to the difficulty in maintaining safe distances between guests during this activity.





## Restaurants

### **Q. How many guests are allowed per dinner reservation?**

A maximum of 8 guests per table is allowed. If your group is larger than 8 people, please let us know in advance. We will work to make the best possible accommodations that adhere to the new standards.

### **Q. Are reservations required at all restaurants now? If so, how should reservations be made?**

Yes, reservations are required at all restaurants until further notice. Restaurant reservations may be made through the guest services desk or through your butler if you are staying in The Club section.

### **Q. Will it be harder to get dinner reservations because of the reduced capacity allowance in the restaurant?**

Reservations for all restaurants will allow us to manage the availability for dinner reservations to not inconvenience our guests.

### **Q. Is there any time window for guests to eat at each restaurant?**

There is no time window for guests to eat at each restaurant. Guests can have their meals within the time window they need.

### **Q. Will Hibachi display cooking tables be open?**

Yes, Hibachi display cooking will be available with plated service.

### **Q. Will there still be sushi buffets?**

Yes, sushi buffets will be available, but without self-service. Servers will provide guests with their sushi bar selections.

## Throughout Our Resorts

### **Q. Is your resort or hotel chain part of a third party certification for health and safety?**

Majestic Resorts is certified by Cristal International Standards and Safe Steps Ecolab / HS Consulting (DR). Additionally, Majestic Elegance Costa Mujeres has successfully applied for the Safe Travel Stamp approved by WTTC.

### **Q. Will new positions be hired at the resorts dedicated to monitoring and implementing health and safety protocols around COVID-19?**

Yes, new positions will be hired to lead in monitoring and implementing protocols around COVID-19 at Majestic Resorts. Approximately six positions per resort will be leading this effort in preventative measures.

### **Q. Will the resorts have reduced capacity of guests allowed for a period of time?**

No reduced capacity of guests will be required at our resorts. By introducing new standards and protocols, we will maintain a safe distance between all guests that wish to enjoy the Majestic way of life.

### **Q. What areas of the resort, that normally are open, will be closed?**

The resorts will re-open with the normal operation of most areas of the resort. Select restaurants or bars may be available on rotation throughout the week.



## Leaving the Resort

### Q. Are guests able to leave the resort for excursions?

Yes, guests are permitted to leave the resort for scheduled excursions. For your safety, we recommend scheduling excursions with an official Destination Management Company (DMC) located in our lobby areas.

Guests will be advised to exercise caution outside of the resort and to follow preventative measures coordinated with their tour or transfer representative.

## Groups / Weddings

### Q. Will private check-in for groups still be offered? Up to what count of guests per group?

Yes, private check-in for groups will be offered based on the ability to accommodate 6 ft (2 m) between participants. Please check with your group or wedding coordinator for details based on your destination and group size.

### Q. Is there a capacity limit for indoor/outdoor venues? What is the capacitation limit for each venue?

The capacity of the wedding venue depends on the area of the venue. For every 6 ft (2 m) one person or group of family or friends will be allowed. Please check with your group or wedding coordinator for details based on your selected venue.

### Q. Are the wedding couple and their wedding guests expected to wear masks during the ceremony and reception?

No, the wedding couple and their wedding guests will not be required to wear masks during the ceremony. Seating will be set up to follow social distancing guidelines for wedding guests.

### Q. Are external wedding vendors allowed?

Wedding vendors must comply with all protocols of Majestic Resorts prior to being approved to enter the resort for the event. This should be verified with your group or wedding coordinator a minimum of 60 days before your event.

### Q. Will buffets be an option for wedding receptions?

Buffets for wedding receptions will be replaced by showing cooking / stations with service or with plated service.

### Q. Will the convention center be open?

The convention center will be open based on the consideration of the ability to maintain safety protocols.

### Q. Are meeting attendees expected to wear masks during meetings and events?

Inside an enclosed meeting space, it is recommended for meeting attendees to wear masks.



## **DMC's and external providers (Tour desk, Photoshop, AV equipment providers, etc.)**

### **Q. What are the requirements for external providers?**

All external providers who enter the property to provide an activity or service must have:

- Medical health certification of coronavirus-free personnel
- Temperature check and health questionnaire completed upon arrival
- Disinfection of suitcases or any equipment that will be used on the property. Any large equipment or materials must arrive the day before to the disinfection area located in the lobby to avoid disrupting the flow of guests.
- Aligned protocols and operational manageability with COVID-19 compliance with guests
- Insurance against risks and accidents
- Bring their own disinfection kit including hand sanitizer, gloves, and protective face shield or lenses
- Bring a cleaned uniform to wear at the resort and be properly identified with a provider badge
- Follow the regulations for the use of the public areas as well as any instruction from the internal collaborators without any exception.

Open zones will be made available to representatives from tour operators to provide adequate space to maintain a safe distance.

External providers that do not follow the standards and protocols of Majestic Resorts, including not maintaining the proper distance of 6 ft (2 m) with the guests and staff, will be dismissed from the property immediately.

All external providers will be required, in writing, to comply with regulations. External providers must be registered as suppliers of Majestic Resorts and their company name, accompanied with individual's names, added to the list placed at the entrance door. Identification is required upon entry.

### **Q. What is the entrance procedure for external providers?**

All external providers must be registered as suppliers of Majestic Resorts prior to entry being permitted.

A temperature check, health questionnaire, and the disinfection of suitcases or equipment will be completed upon arrival. During arrival, and during their time on property, external providers are required to maintain a safe distance of 6 ft (2 m) between guests and staff.

### **Q. Are external providers required to bring and wear protective equipment?**

External providers should plan to bring and wear protective equipment including gloves, and protective face shields or lenses. Additionally, hand sanitizer should be provided to each individual.

