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## COVID-19 UPDATE: JUNE 15, 2020

As we continue to monitor global developments relating to the novel coronavirus (COVID-19), our sole responsibility remains the health and wellbeing of our guests and our associates across the Caribbean and Mexico. While the current situation continues to evolve and impact the worldwide community, it is important that you, our guest has confidence in our commitment to your safety.

In the past weeks, Playa Hotels & Resorts has made the difficult decision to temporarily suspend operations of all resorts through June 30, 2020 due to COVID-19. Rest assured, this is a temporary step in creating a stable future for our valued guests, associates and the destinations in which we operate.

Thank you for placing your trust in Playa Hotels & Resorts. If any additional information is needed, please call 1.833.289.7592.

### **Playa Hotels & Resorts Reopening Schedule:**

#### **July 1, 2020**

Hyatt Zilara Cancun

Hyatt Ziva Cancun

Hyatt Zilara Rose Hall

Hyatt Ziva Rose Hall

Hilton Playa del Carmen

Hilton Rose Hall Resort & Spa

Jewel Grande Montego Bay Resort & Spa

Jewel Paradise Cove Beach Resort & Spa

#### **July 15, 2020**

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## July 22, 2020

Hyatt Zilara Cap Cana

Hyatt Ziva Cap Cana

## Sept 24, 2020

Hyatt Ziva Los Cabos

## October 1, 2020

Hyatt Ziva Puerto Vallarta

Hilton La Romana

Panama Jack Resorts Playa del Carmen

## Governmental Guidance

We are in constant contact with local government officials and global health organizations, including the World Health Organization (WHO) and the U.S. Centers for Disease Control and Prevention (CDC) to maintain the highest standards of safety. The scale of the global efforts to contain the disease is immense, and we are keeping a watchful eye on the rapid global updates related to travel. We plan to continue to update you here as more information is available.

## Cancellations

We are waiving cancellation fees for all individual reservations scheduled for arrival before July 1, 2020.

All individual reservations booked by July, 31, 2020 for stays after July 1, 2020 can be changed or cancelled at no charge up to 24 hours before your scheduled stay

For guests that need to cancel reservations booked directly through our call center or website, please contact 1.833.289.7592 and a customer service representative will assist.