

The safety and security of our guests and workers is our highest priority. We are doing everything we can to ensure your travel safety and provide maximum possible flexibility, with the coronavirus (COVID-19) situation.

Your Travel Safety

Airlines

The major Airlines are taking precautions to keep passengers safe following the World Health Organization (WHO) protocols, besides all the high standards sanitation measures.

Airports

Also, the Mexico international airports (Cancun, Los Cabos, Mexico City, Acapulco, Guadalajara and Tijuana) are implementing sanitary filters.

Resorts

Solaris Resorts have the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures developed according to public health authorities recommendations:

- ✓ We have established a protocol of cleaning our public areas with OZONE 3 TIMES A DAY, including receptions, lobbies, elevators, door handles, public bathrooms, etc.
- ✓ Talking specifically about rooms, we clean all the rooms with OZONE and high-quality components (including furniture, bedding, bathroom, etc).
- ✓ We have multiple hand-sanitizer stations throughout the resorts.
- ✓ We are applying the highest standards for Food & Beverages services. Solaris Resorts are currently certified BY CRISTAL INTERNATIONAL STANDARS.
 - CRISTAL is a brand of Check Safety First Limited. PROVIDERS OF SAFETY AND RISK MANAGEMENT SOLUTIONS, GLOBALLY.
- ✓ We are providing disposable wipes for employees to wipe down regularly-used surfaces.
- ✓ Solaris Resorts staff are receiving briefings to keep them updated.
- ✓ Solaris Resorts staff are following the public health authorities preventive recommendations:
 - Washing their hands with soap & water for at least 20 seconds.
 - Avoid touching their eyes, nose or mouth with unwashed hands.
 - Greet without hand contact.