



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:

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|  | 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
 - Guests should always 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 8 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

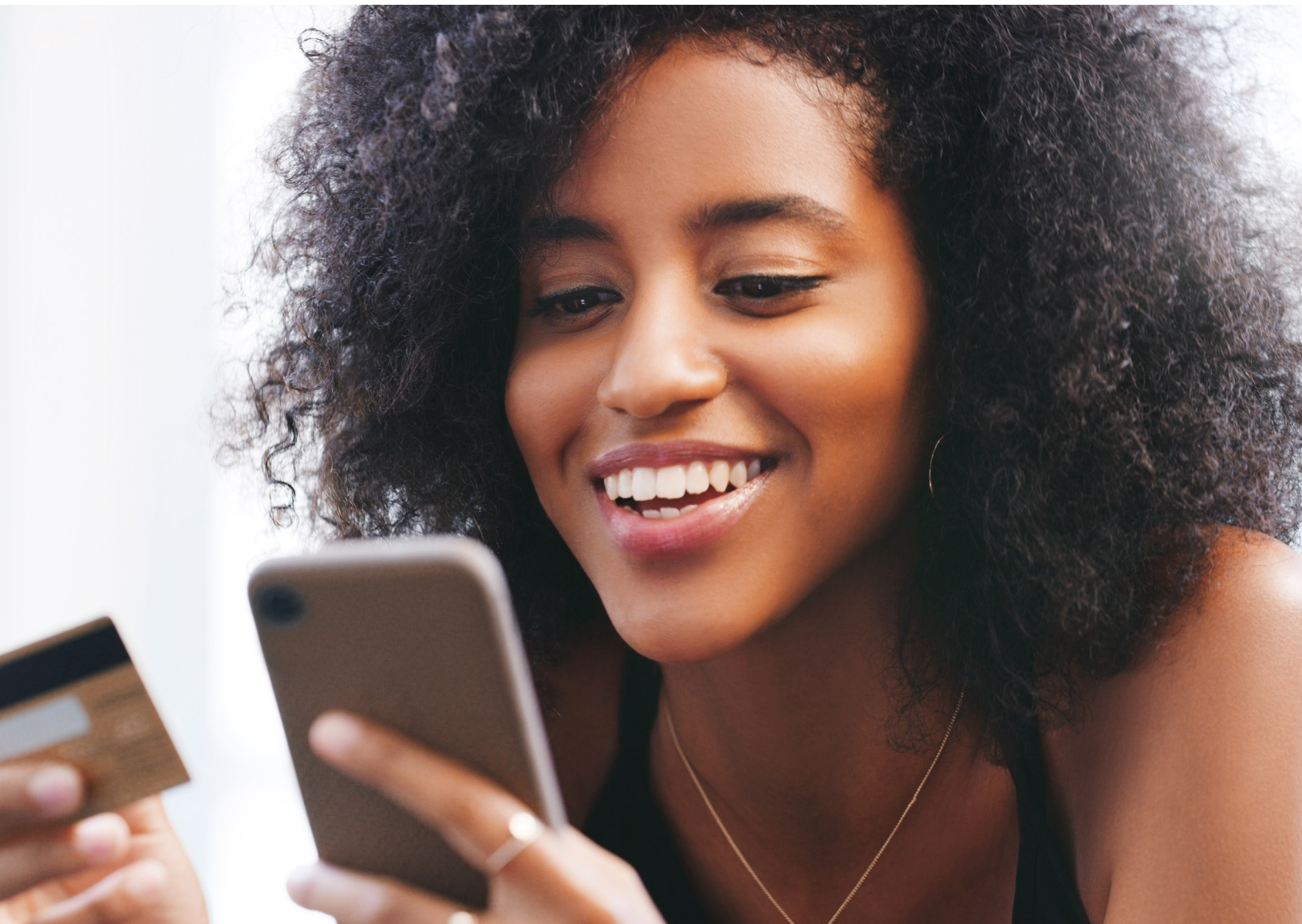
- Air renewal and filtration system providing a clean air environment
- Filter cleaning completed regularly
- Cleaning of the air conditioning filter in each guest room before entry of another guest





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.