



WE ARE **WITH YOU**

Dear valued partner:

The time is approaching when we can begin to welcome customers to our destinations once again. In anticipation of their return, we need to ensure we have a safe environment for our clients, in order to give them peace of mind. As **local experts for almost 25 years**, we have experience in effectively and efficiently dealing with a range of situations including earthquakes, hurricanes and political uncertainty – and our response to COVID-19 is no different. **We have been working 24/7** over the past few months to offer you and your clients an improved experience that's been adapted to traveling in a post-pandemic world.

As part of our commitment to you, we are pleased to present **Be Safe with Nexus** - our seal of assurance for a worry-free vacation. We want to safeguard the well-being of our clients and employees with strict hygiene and sanitation protocols across our **transportation, excursion and accommodation** services in each of our 58 destinations.



**We care for our
CUSTOMERS**

By enforcing our sanitation and health & safety protocols at every touch point in the customer journey, making their experience and our service as contactless as it can possibly be, replacing printed materials with digital communication, virtual interactions and enhanced customer service at:

- Airport Meet & Greet
- Arrival, Departure & Inter-Hotel Transfers
- Assistance during their stay at the Hotels
- Excursions and Activities

**We care for our
SUPPLIERS & TRAVEL PARTNERS**



By reinforcing our Health & Safety Codes of Practice based on the guidelines set by the World Health Organization (OMS) and the Center of Disease Control (CDC) as well as the protocols and regulations enacted by the local governments in the countries where we operate:

- Code of Practice for Transportation
- Code of Practice for Excursions & Activities
- Code of Practice for Hotels/Accommodation



**be safe
with nexus**



**We care about our
LOCAL EXPERTS**

By safeguarding our employees and guaranteeing their wellbeing through implementing our best hygiene and sanitation practices in our offices and through each of the services they provide to our customers day in and day out:

- Airport Meet & Greet
- Our Representatives service at Hotels, Tour Desks, Hospitality Desks and Water Sports Centers
- A safe and healthier work environment in our offices and using Personal Protection Equipment responsibly

WE ARE WITH YOU



- > By reinforcing and consolidating our commitment towards our customers, suppliers and travel partners and enhancing our value proposition.
- > By promoting a contactless service and implementing digital communication with our customers but without diminishing our human touch.
- > Supporting our suppliers with comprehensive H&S protocols, self-assessments and audit processes and reinforce compliance with our guidelines.
- > Consistent training plans for our Teams prior to the re-start of operations.

*World Health Organization **Center for Disease Control and Prevention

Now, more than ever, our priority is to guarantee the health and safety of travelers and the local experts that serve them. We are pleased to share the new **Be Safe with Nexus** practices and protocols that will help give you and your clients peace of mind so they enjoy their vacation.

[Click here for more details](#)

We are working tirelessly to make sure our customers are as healthy and safe as possible during their time in destination. We are committed to offering an improved, innovative and more reliable version of NexusTours. We want to be **#ForeverNext2you**

A big hug,




Ruben Gutierrez
President Sunwing Destination Services/NexusTours