



April 1, 2021

Dear Travel Partners,

We are happy to report that travel is rebounding and thanks to your support, every day is a better day! We recently introduced Nickelodeon Hotels & Resorts Riviera Maya - the hottest family resort opening this summer. Our Margaritaville Island Reserve brand will also see an expansion later this year in the Dominican Republic with the opening of Margaritaville Island Reserve Cap Cana.

Our Flexible Cancellation Policy is Extended Once Again

Amendments to the cancellation policy for FIT and group bookings include an extension through May 31, 2021, with details to follow below.

Karisma Peace of Mind

Our guests' well-being remains our top priority and we have taken this opportunity to enhance all our health and safety protocols with our Peace of Mind program that includes over 100 new protocols in cleanliness, sanitation, and best service practices. In addition, and in response to the recent CDC guidelines; all Karisma Hotels & Resorts in the Riviera Maya, Mexico, the Dominican Republic and Jamaica are offering complimentary, on-site COVID-19 antigen testing and PCR tests are also provided on-site for a nominal fee. If a guest's test results are positive, Karisma will provide quarantine accommodations for the afflicted guest, at no additional cost, for a period not to exceed 14-nights. For more information, please visit [Peace of Mind | Karisma Hotels & Resorts®](#).

Should you have any questions, please contact us at any time. And as always, we appreciate your support!

Stay strong,

Marilyn Cairo
VP of Sales & Marketing

LEISURE TRAVELERS/FIT BOOKINGS

For new reservations booked March 9, 2020 – May 31, 2021, traveling anytime in 2020-2021:

- Clients may change travel dates or cancel, without penalty, up to 24-hours prior to arrival.
- When rescheduling travel dates:
 - New travel dates are subject to availability and black-out dates may apply.
 - Clients have the option to switch to another Karisma property within the same brand.
 - Prevailing rates will apply for new travel dates.

For existing reservations rebooked by May 31, 2021:

- Clients may change the travel dates of their current reservation for a future travel date between now and December 22, 2021 (travel completed by this date), without penalty.
- When rescheduling travel dates:
 - New travel dates are subject to availability and black-out dates may apply.
 - Clients have the option to switch to another Karisma property within the same brand.
 - Prevailing rates will apply for new travel dates.

PLEASE NOTE THESE POLICIES ARE SUBJECT TO CHANGE AT ANYTIME.