

Ensuring the Safety of our Customers in times of Covid19





Introduction

- At Meeting Point Mexico we are working hard to prepare to welcome customers back to this wonderful destination.
- Covid19 has changed the world as we know it, and as the world slowly relaxes its lockdowns and people return to the new normal, we want to reassure you that we, our hoteliers, our excursion and transportation partners, the local government, the airport, and all tourism related businesses in the state are working hard to ensure the safety and wellbeing of all visitors to the Mexican Caribbean.
- Using the best practice guidelines of the World Health Organization, the Secretary of Health (SESA) and the Secretary of Tourism (SEDETUR) have created a strict certification process for all tourism establishments in the state, which will ensure that best practices are implemented and followed and that the best sanitary measures are in place to prevent and contain Covid19.
- The Mexican Caribbean is one of the first destinations globally to receive the Global Safety Stamp from the World Travel & Tourism Council due to the standards in place to guarantee the hygiene of establishments and measure to protect the health of travelers.

Ensuring Customer Safety

- To ensure the safety and wellbeing of our customers we and our partners have reinforced hygiene and sanitization standards in all customer contact areas

• Airport



Rep Service



• Transfers



Excursions & Roundtrips



• Hotels



Airport Protocols CUN Airport



- Infrared Temperature Screening of all Arrivals and Departures
- Health Questionnaires on Arrival
- Signage throughout the airport to ensure Safe Distancing of 2m/6ft between travelers
- Obligatory use of face masks
- Hand Sanitizer Gel stations installed around the airport
- Airport personnel will wear appropriate protection
- Regular disinfection of all contact areas

Transportation Protocols



- Obligatory use of face masks for travelers and driver
- Reduced number of used seats per vehicle, allow empty seats between passengers to ensure safe distancing
- Hand sanitizer gel available for use in all vehicles
- Disinfection and sanitization of all vehicles before each use, and checks to ensure this has been done to required standards
- Drivers presenting to work with a temperature or any other symptoms of Covid19 will not be permitted to work

Hotel Protocols



- Each hotel has produced their own policies and guidelines in line with WHO recommendations and local health authorities.
- Full details will be shared with customers upon check-in
- Measures in place in hotels may include online check-in, buffet service replaced with a la carte options, reduced capacity in public areas such as restaurants, pools and beach, regular deep cleaning and sanitization of all areas, rooms cleaned during guests stay on agreement of guests.
- Our reps will have all of the individual policies and guidelines for each of the hotels, and they will be happy to answer any questions and are there to support throughout the guests holiday.

Rep Service

- Reps will be required to wear face masks at all times
- Reps will maintain a safe distance 2m/6ft
- Reps will follow regular hand washing and sanitization measures
- Reps will offer customers digital options for contact, such as What's App or Facetime
- Reps will be a source of information for all measures of hygiene and guidelines in their hotels and also for excursions, to ensure that customers are kept well informed and confident in their safety and wellbeing during their vacation.



Excursions and Roundtrips



- Obligatory use of facemask on transportation for excursions and roundtrips
- The number of seats used on transport will be reduced to ensure empty seats, which will support safe distancing measures.
- Temperature screening will take place before being permitted to board coaches or before being permitted entry to the excursion. Temperature checks will also take place for employees of the excursion and transportation companies and anyone showing a fever will not be permitted to participate.
- Hand sanitization gels will be readily available.
- Guides will ensure and promote safe distancing throughout excursions

- **Government Measures**
- The state of Quintana Roo will operate a Traffic Light system that will determine the level of activity and capacity permitted.
- The four colors are Red, Orange, Yellow and Green.
- This will be reviewed weekly on a Friday by authorities and will determine the color and activity/capacity level for the following week.
- This measure alongside the strict hygiene and sanitization controls will prevent and contain the spread of Covid19 and ensure that visitors can enjoy their vacations in the Mexican Caribbean



#JuntosSalDremosAdelante



PLAN REACTIVEMOS QUINTANA ROO

El regreso a las actividades **turísticas** será de manera **gradual, ordenada y segura.**

Regionalización

Ubica a qué región pertenece tu municipio

■ **Región Norte:** Tulum, Solidaridad, Cozumel, Puerto Morelos, Benito Juárez, Lázaro Cárdenas e Isla Mujeres.

■ **Región Sur:** Felipe Carrillo Puerto, José María Morelos, Bacalar, Othón P. Blanco.

Semáforo

Ubica en qué fase del semáforo se encuentra tu región

Riesgo Máximo
Solo se permiten actividades económicas esenciales.

Riesgo Alto
Se permiten actividades esenciales y algunas no esenciales con restricciones.

Riesgo Medio
Reanudación de todas las actividades laborales con restricciones.

Riesgo Bajo
Se reanudan todas las actividades económicas, laborales, escolares, sociales y de esparcimiento.

Criterios de semaforización:

Nuevos casos de COVID

Ocupación hospitalaria

Reactivación gradual de las principales actividades

Subsector	Fase ROJA	Fase NARANJA	Fase AMARILLA	Fase VERDE
Empresas de hospedaje	30%	40%	60%	100%
Alimentos y bebidas	50%	60%	75%	100%
Parques temáticos	30%	40%	60%	100%
Transportadoras turísticas	30%	40%	60%	100%
Discotecas y centros nocturnos	0%	0%	0%	100%
Marinas turísticas y actividades náuticas públicas y privadas	30%	40%	60%	100%
Campos de golf	30%	40%	60%	100%
Arrendadoras de autos	30%	40%	60%	100%
Grupos y convenciones y DMC's (# de personas)	Cero	Treinta	Cincuenta	Libre
Agencias de viajes	60%	70%	80%	100%
Guías de turistas	60%	70%	80%	100%
Operadoras de aventura/naturaleza	30%	40%	60%	100%
Operadoras de buceo y actividades acuáticas	30%	40%	60%	100%

Continúan las medidas de prevención sanitaria

Lavado frecuente de manos

Uso de cubrebocas

Sana distancia de 1.5 metros

Aislamiento en caso de presentar síntomas

Aplicación estricta de protocolos