January 29, 2021

COVID-19 Update

Dear Mayakoba Visitor,

In accordance with the Centers for Disease Control and Prevention (CDC's) most recent regulations - effective January 26, 2021, stating that every traveler entering the United States must show a negative COVID-19 viral test result taken no more than three days before the flight departs towards the USA-, and reinforcing our commitment to the safety and wellbeing of our valued visitors and associates, the four resorts within Mayakoba have partnered with local healthcare suppliers to ensure all guests are able to be tested before heading back home.

Andaz Mayakoba, Banyan Tree Mayakoba, Fairmont Mayakoba and Rosewood Mayakoba are happy to provide complimentary antigen tests from the comfort of the resort for guests staying three nights or more. PCR tests are also available to guests at an additional charge. For instructions for how to make an appointment for testing, please refer to each hotel's website or contact hotel concierge upon arrival. Furthermore, Mayakoba provides quarantine services and discounted rates for any guests who, on an unlikely event test positive for COVID-19.

As we keep looking ahead to the future of hospitality and travel, we keep improving the full-scale enhancements to our already stringent health and safety procedures to ensure peace of mind for our guests.

We are observing the World Health Organization guidelines and executing both national and state level protocols. In addition, further sanitation measures have been implemented from each hotel brands' new standard protocols to ensure a safe and clean environment for guests and employees while equally providing an experience full of relaxation, reconnection and memories that will be cherished for years to come. A full list of each hotels' brand standard protocols can be found below.

We look forward to welcoming you to Mayakoba and delivering the same distinguished attention to detail, intuitive service, and personalized care for which we are known for.

Sincerely,
Mayakoba Management Team

Hotel Brand Protocols

- Andaz Mayakoba - Hyatt has proudly announced the Global Care & Cleanliness Commitment which focuses on the safety and wellbeing of colleagues and guests in a COVID-19 world and beyond. It includes plans for hotel-level health and sanitization accreditation and hygiene specialists, as well as a working group of trusted medical and industry advisors. Visit Global Care & Cleanliness Commitment to learn more about the steps Hyatt is taking to further enhance their existing rigorous protocols.
- Banyan Tree Mayakoba - Banyan Tree Group has partnered with Bureau Veritas to co-develop a proprietary label and set of protocols. They have launched the SafeSanctuary Program, an integrated health and wellbeing program that incorporates protocols of assurance and wellbeing standards. You can see more information here.
- Fairmont Mayakoba - The Fairmont brand has increased its cleaning standards even further by launching the ALLSAFE Cleanliness & Prevention Label which represents some of the most stringent cleaning standards and operational protocols in the world of hospitality. These standards have been vetted by Bureau Veritas, a world leader in hygiene and cleanliness inspection.
- Rosewood Mayakoba - The resort will continue to operate following the guidelines set by Rosewood Hotels & Resorts' Commitment to Care global health and safety program to ensure the protection of all those who visit Rosewood Mayakoba.