

# KRYSTAL

HOTELS & RESORTS

## COMMITMENT & ACTIONS VS COVID-19

*At Grupo Hotelero Santa Fe, the safety and security of our guests and team members remains our highest priority.*

*We are doing everything we can to ensure your stay safety and provide maximum flexibility as the situation around novel coronavirus (COVID-19) continues to evolve.*

### **ACTIONS:**

*We are working to maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures in consultation with local public health authorities to make our cleaning and hygiene protocols even more rigorous and in accordance with them.*

- *We have increased frequency and the use of products to disinfect and eliminate microorganisms of our different areas including rooms, lobbies, elevators, door handles, public bathrooms, as well as general areas such restaurants, swimming pools, gyms and collaborator areas.*
- *We will continue to adjust food and beverage service in accordance with current food safety recommendations.*
- *We have increased the deployment of antibacterial hand sanitizers.*

### **Existing Reservations.**

*All reservations – even those described as non-cancellable (“Advanced Purchase”) – that are scheduled for arrival before April 30, 2020 can be changed or cancelled at no charge up to 12 hours before your scheduled arrival.*

### **New Reservations.**

*Any reservation you make – even those described as “non-cancellable” (“Advanced Purchase”) that are booked between today and April 30, 2020, can be changed or cancelled at no charge up to 24 hours before your scheduled arrival.*

### **Flight Reservations**

*For reservations with flight included, the air portion will be subject to the cancellation policies established by the airline.*

*At Krystal Hotels we appreciate and value your trust, even more at this moment, and we are ready to welcome you in any of our Krystal Hotels.*