



A Message from our President

Dear Clients, Partners and Friends,

What we are experiencing is an extraordinary proactive response to a global pandemic on a scale that has never truly been seen before. As we come to face one of the most challenging situations we have ever endured in our lives, we all must work together and take the necessary precautions to prevent the spread of COVID-19.

While we navigate this difficult situation, our commitment to you, our clients and partners, remains our top priority. We are working closely with travel industry partners and in accordance with government-imposed travel restrictions and border closures to put in place the following measures. It is our promise to you that we will continue to share up-to-date information about the actions we are taking as we work to mitigate the impact of this rapidly changing situation.

Destination Monitoring

We are in constant communication with destinations, airlines, tour operators and other travel industry partners to adapt our operations to the meet their changing protocols and procedures in response to COVID-19.

Flexible Change Policy

We would like to remind guests that our current flexible booking policies remain in place at this time. Guests traveling to any of our Blue Diamond Resorts properties and who booked directly can reschedule their trip with no penalty if communicated 48 hours before the original check-in. Different rate conditions might be applied according to the new travel period selected. Also, our flexible cancellation policy allows guests unable to travel to the destination to cancel their existing reservation with no penalties 48h before check-in.

Existing reservations that were made by travel agents through tour operators will require the travel agency to contact the applicable tour operator to determine the exact conditions of each booking. We are working with our tour operator partners to maintain maximum flexibility.

Resort Closures

We have made the very difficult decision to temporarily close our hotels throughout Mexico, Central America and the Caribbean. While we are unable to confirm a reopening date for our resorts at this time, we will work hard to keep you informed in the coming weeks. We look forward to opening our doors again to welcome our valued guests as soon as is deemed safe by government and health officials.

Below are the scheduled temporary closures of Blue Diamond's properties, determined based on the soonest possible safe departure of all guests.

Destination	Hotel	Closure Date
Dominican Republic	Royalton Bavaro	22-Mar-20
	Royalton Punta Cana	20-Mar-20
	Hideaway at Royalton Punta Cana	20-Mar-20
	Grand Memories Punta Cana	18-Mar-20
	Grand Memories Splash	18-Mar-20
	CHIC Punta Cana	19-Mar-20
Jamaica	Royalton Negril	20-Mar-20
	Hideaway at Royalton Negril	20-Mar-20
	Grand Lido Negril	20-Mar-20
	Royalton Blue Waters	25-Mar-20
	Royalton White Sands	23-Mar-20
Costa Rica	Planet Hollywood Beach Resort Costa Rica	23-Mar-20
Antigua	Royalton Antigua	25-Mar-20
	Starfish Jolly Beach	TBA
Grenada	Royalton Grenada	25-Mar-20
Saint Lucia	Royalton Saint Lucia	28-Mar-20
	Hideaway at Royalton Saint Lucia	28-Mar-20
	Mystique Royal St. Lucia	22-Mar-20
	Starfish Saint Lucia	23-Mar-20
Mexico	Royalton Riviera Cancun	28-Mar-20
	Hideaway at Royalton Cancun	28-Mar-20
	Royalton Suites Cancun	20-Mar-20
	Mystique Blue Holbox	20-Mar-20

Additional Support

To ensure your peace of mind and to provide clarity to help you make informed travel decisions, we have put in place an additional support channel. For more information or questions about reservations, please contact help@bluediamondresorts.com.

We also encourage you to follow credible sources for updates on the development COVID-19, including the Center for Disease Control and Prevention www.cdc.gov and the World Health Organization www.who.int.

Moving Forward

As we push through these challenging times, we remain committed to serving you, our valued client, partner and friends. We are committed to delivering unforgettable vacation experiences to our guests, and are confident that with our dedication and ingenuity, we will persevere through this unprecedented situation.

We thank you for your ongoing support and wish you and your family good health and wellbeing during these difficult times.

Sincerely,

Jordi Pelfort

President, Blue Diamond Resorts