



July 24, 2020

Dear travel partners,

We are delighted to welcome back our mutual clients to two of our most popular beach destinations, Mexico and Jamaica.

Following guidance from the Centers for Disease Control (CDC), the World Health Organization (WHO) and local ministries of health, we have implemented safety protocols to protect the wellbeing of guests and staff. As a result of these new protocols, some of our services and amenities have been affected. Please see below service updates for Royalton Riviera Cancun, Hideaway at Riviera Cancun, Royalton Negril, Hideaway at Royalton Negril and Grand Lido Negril.

General Service Update:

To ensure a safe reopening, our properties will resume operations gradually according to occupancy numbers. Please note, we encourage guests to wear face masks while enjoying the common areas of the resort to safeguard their wellbeing and comply with government protocols.

The following services may be impacted:

- Restaurants: Bars and restaurants will open gradually and a la carte restaurants will rotate daily to allow time for deep cleaning and disinfection. Lunch will be prioritized in open-air and large areas; and dining service will remain a la carte during the first weeks of opening.
- Room service: To reduce additional contact with employees, room service will be available from 7 am to 10 pm daily.
- Activities: We will continue to have a variety of activities and entertainment available, however, for safety reasons, some changes have been made to the daily activity schedule, and activities that involve body contact will be suspended until further notice.
- Kids and teens clubs: In compliance with local regulations, and in order to ensure a safe environment, kids and teen clubs are not currently available. Instead, there will be daily activities at the Splash area supervised by our professional kids' club staff.
- Spa: Body treatments and hydrotherapy circuit are available by reservation. However, the sauna, steam room and facial treatments are not available at this time in compliance with local regulations.
- Sports and fitness services: Fitness centre and tennis courts are open with limited capacity
- Check-in at the Diamond Club and Hideaway lounges are not currently available in compliance with local regulations.

Royalton Riviera Cancun and Hideaway at Royalton Riviera Cancun

Royalton: As of July 22, guests will be staying in block 1 and have access to all pools with bar service.

- The buffet, Gourmet Marché, is open for breakfast with a la carte service
- For lunch, guests will have access to Grazie and the grill
- Guests will have access to 3 different a la carte restaurants every night

Diamond Club: Facilities and areas will be reopening gradually. Since July 18th, guests have been staying in block 6 and can enjoy the exclusive Diamond Club Pool with bar service and exclusive section at the buffet Gourmet Marché for breakfast. Our Chairman room categories will be available from August 1st onwards.

Hideaway: Facilities and areas will be reopening gradually. As of July 22nd, guests will be staying in block 3 and have access to:

- Exclusive pool for Hideaway guests with bar service
- Exclusive lunch at el Dorado restaurant

Royalton Negril, Hideaway at Royalton Negril and Grand Lido Negril

Royalton: Guests are staying in blocks 3 and 4 and have access to the splash pad and main pools with bar service

- The buffet, Gourmet Marché, is open for breakfast with buffet service
- The restaurant Grazie, food truck and jerk hut are all open for lunch
- Guests have access to up to 3 a la carte restaurants for dinner service every night, in addition to Score Sports Bar

Diamond Club: Facilities and areas will be reopening gradually. Guests are staying in blocks 1 and 2 and can enjoy the exclusive Diamond Club pool with bar service and exclusive section at the buffet Gourmet Marché for breakfast. The Chairman room categories will be available from August 1st onwards.

Hideaway: Facilities and areas will be reopening gradually. Diamond Club guests are staying in block 5 and regular Hideaway guests are staying in block 7. Both have access to:

- Exclusive pool for Hideaway guests with bar service
- Restaurants el Dorado and Ocean Point alternating daily

Grand Lido: Facilities and areas will be reopening gradually. Guests are staying in block 8 with access to Grand Lido areas, exclusive pool and beach with bar service.

The safety of our guests and employees are our top priority. We are committed to providing you with up-to-date information on the reopening of our hotels as we gradually resume normal operations.

To see a video of our first guest experience, please [click here](#), and to learn more and download our complete Safety-Assured Vacations protocol, please [click here](#).

Sincerely,

Blue Diamond Resorts