

July 28, 2017

Dear Valued Travel Partner,

We understand that there are growing concerns surrounding travel to Mexico in light of the recent media reports alleging tainted alcohol at all-inclusive resorts across the country.

Please rest assured that the health and safety of our guests and staff is always our top priority, and we strive to deliver exceptional vacation experiences. We remain committed to upholding the highest standards of excellence in hospitality and delivering outstanding service to each and every guest.

In fact, our resorts welcome thousands of visitors a year and proudly celebrate a high repeat guest ratio. We attribute our resort's strong track record for guest satisfaction to our strict guidelines and standards, and our trained staff's commitment to superior quality and service.

Strict policies and procedures are in place to safeguard all food and beverage products, including alcohol, as well as to ensure the health and well-being of guests. As part of our hotels' *Endless Privileges*<sup>®</sup>, *Unlimited-Luxury*<sup>®</sup> and *Unlimited Fun*<sup>®</sup> offerings, we only serve premium brand domestic and international top-shelf spirits from leading and certified suppliers.

**Below you will find a detailed list of key related quality control food and beverage procedures as well as health, safety and staff training procedures that we have in place to ensure our guests' well-being at every property. These include, but are not limited to:**

#### **Food & Beverage**

- All alcohol is purchased from approved licensed and bonded vendors that meet all standards required by the designated regulatory authorities
- A valid Certificate of Registration is required from the U.S. Food and Drug Administration for all imported liquors
- A valid Certificate of Registration is required from the Mexican authorities for all national liquors, known as COFEPRIS (*Comisión Federal para la Protección contra Riesgos Sanitarios*)
- Letters of authorization are required from all direct liquor manufacturers to the regional or local distributors, validating the import and distribution of their brands

#### **Health & Safety**

- Access to a doctor 24 hours a day, seven days a week available to all guests for minor medical situations
- Partnership with top hospital facility in the destination available to all guests for more serious medical needs
- All guests are informed of payment terms for doctor calls in advance, in line with best hospitality industry practices
  - Fees for medical services are regulated by government and tourism authorities
- If medical, police or government involvement are needed, options are immediately discussed with the guest to ensure their comfort, safety and convenience

## Hotel Staff Training

- Mandatory and ongoing training is conducted to prepare staff to immediately recognize and respond to situations including symptoms from excessive alcohol consumption and other health-related issues
  - Organizations and certifications include but are not limited to the *Cristal Award* for International Standards and *Distintivo H* validated by the Mexican Tourism Board

### **Furthermore, we are taking additional steps to reaffirm our commitment to guests and partners, which is also outlined below accordingly:**

- Random testing of bottles of liquor from every hotel by a non-affiliated certified lab
- External audit of liquor warehouse procedures and controls
- Immediate destruction of all liquor bottles before disposal, and any open bottles left in guest rooms, restaurants and bars
- All drinks to be prepared directly in front of guests upon request
- Visibly show sealed liquor bottles to guests upon request
- All guests will be prohibited from bringing alcoholic beverages from outside vendors to the property
- Increase the number of surveillance cameras at the bars and other public areas in order to further ensure guest safety

We have complete confidence in the strict procedures and protocols we have in place, and the professionalism and attentiveness of our staff. We look forward to continuing to welcome thousands of guests who consistently visit our resorts in Mexico and other destinations. We aim to deliver nothing less than perfect guest experiences at our resorts.

Thank you for your ongoing support during this time and we truly appreciate your partnership.

Sincerely,

Gonzalo del Peon  
President  
AMResorts