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Apple Vacations takes the health and safety of its clients very seriously, and the properties which Apple Vacations offers have a reputation not only for quality service, but for exemplary safety protocols as well. Each year, Apple Vacations books more than a half-million passengers to Mexico, and has been offering affordable, high-quality vacations to Mexico for more than 45 years. According to Quintana Roo tourism officials, more than 50% of vacationers to the region return for future vacations.

Apple Vacations selects resort properties only after a thorough evaluation and monitors guest satisfaction closely. For 40 years, Apple Vacations has requested its customers complete Vacation Satisfaction surveys, which provide a real-time look at the services provided by hotels and resorts. Should ratings indicate any reason for concern, Apple Vacations requests an accounting from the hotel.

Additionally, Vacation Satisfaction survey results are published in real time on Apple Vacations' hotel pages at AppleVacations.com, so vacation shoppers can view raw data and comments.

Apple Vacations staffs a Customer Care desk 24 hours per day and provides this contact number to all its guests should they need assistance during their trip. Additionally, Apple Vacations Resort Representatives are available at most properties to which we send our customers during posted desk hours, and are available via a 24-hour phone line.

If there is a complaint to Apple Vacations subsequent to travel, our Customer Care department will investigate, and hotel complaints are sent to the hotels for resolution. If we see a pattern of complaints at a specific hotel, Apple Vacations' management demands an explanation and a quick resolution from the hotel.

In light of recent incidents, the Mexico Tourism Board (SECTUR) has indicated that resorts are required to abide by the rules and regulations of the Federal Commission for Protection Against Health Risks (COFEPRIS) which supervises food handling and supplies, including the alcohol they serve.

Apple Vacations will be requesting that all hotels confirm that they are compliant with COFEPRIS standards, including their alcohol procurement methods. Even though Apple Vacations does not own or operate the hotels, we will be recommending that all the properties to which we send guests, review their safety and security procedures and consider taking additional measures such as:

- Installing cameras in key public areas, such as swimming pools and bars
- Increase training for all bar and wait staff
- Include signage at check-in or in rooms advising guests of certain precautionary methods, i.e.,
 - the dangers of mixing medication and alcohol
 - the dangers of mixing different types of alcohol
 - to eat throughout the day, stay hydrated and seek shade in order to avoid heat exhaustion
 - to use common sense when making new friends on vacation

These Health and Safety tips are also being added to the travel documentation which Apple Vacations provides to its customers.