

## Questions & Answers-Reactive Use Only 17.07.2017

### About safety & security

**1. I have safety concerns about the resort. What can you tell me about the measures the hotel takes to provide safety and security to guests?**

Please, let me share with you that at IBEROSTAR Hotels & Resorts, we always prioritize the safety of our guests. We welcome more than four million guests per year worldwide and more than half a million guests per year in Mexico, so this is very important to us. We provide onsite 24/7 security and medical resources to all our guests. We can assure you that we do everything in our power to keep our guests safe so that you have nothing to worry about during your stay at one of our properties.

### About Abigail Conner issue

**2. I saw the story about Abigail Conner, is it true?**

We are deeply saddened by the incident that took place at IBEROSTAR Paraíso del Mar in January of this year, and we have already sent our deepest sympathies and condolences to the family. Regarding the incident, IBEROSTAR personnel acted with urgency, offering assistance to the family. We take this matter very seriously and have always remained cooperative with the family, medical professionals, and authorities.

- **But, what happened and why didn't IBEROSTAR do anything to help the family?**

The unfortunate incident involved two guests, brother and sister, who were found unresponsive at the pool. They both received immediate medical attention by IBEROSTAR's on-staff doctor, paramedics, and security guards. They were taken to a hospital in Mexico where the male guest made a full recovery. The female guest was airlifted to the United States on January 10, 2017, where she passed away on January 12, 2017.

From the moment in which the guests were found, IBEROSTAR personnel acted with urgency, following established protocols, and offering assistance to the family.

IBEROSTAR takes this matter very seriously and has always remained cooperative. The safety and security of guests is utmost priority for us. We are deeply saddened by this incident and reiterate our deepest sympathies and condolences to the family.

### About adulterated alcohol

3. **I'm concerned about IBEROSTAR's alcohol handling. How do I know you will not serve me adulterated alcohol at your resort that will make me pass out?**

Our hotels provide a wide variety of installations and all-inclusive services, one of them being the serving of alcoholic beverages to adults. We respect our adult guests' free will to make reasonable use of them at their own consideration. However, we can assure you that we work with a host of providers not unique to IBEROSTAR who service other hotel chains and renowned brands. Similarly, we only purchase sealed bottles that satisfy all standards required by the designated regulatory authorities. We can assure you that the safety and satisfaction of our guests is priority for us and we do everything in our power to keep our guests safe so that you have nothing to worry about during your stay at one of our properties.

**About other incidents: Sexual abuse, robberies, extortion...**

4. **Are allegations of sexual abuse true and should I worry about this if I visit your resort?**

At IBEROSTAR Hotels & Resorts, we always prioritize the safety of our guests. We welcome more than four million guests per year worldwide and more than half a million guests per year in Mexico, so safety is very important to us. We provide onsite 24/7 security and medical resources to all our guests. We can assure you that we do everything in our power to keep our guests safe so that you have nothing to worry about during your stay at one of our properties. We really hope to have the chance to welcome you soon here in Mexico and show you that your worries are not justified.

5. **Are robberies common in your resort?**

Due to the nature of our all-inclusive resorts, our guests seldom carry money or even wallets. Robberies are definitely not common in our resorts. However, the safety of our guests is of utmost priority to us at IBEROSTAR, and we take all the precautions to ensure that all of guests' stay is more than pleasant and enjoyable.

6. **I read that you may have a deal with local hospitals in which cash payments are required for treatment and medical results are altered. Is your medical care trustworthy and do you collaborate with the hospitals to extort tourists?**

The safety of our guests is always our main priority, so we always take the necessary precautions to make sure a hospital isn't needed during your stay. However, if there is a circumstance in which you happen to need medical attention, we do provide onsite medical resources to all our guests. If further medical care is needed, our onsite doctor is qualified to recommend a transfer to a local hospital, and guests have the liberty to decide whether they want to accept the recommendation. We're committed to providing guests with a satisfactory experience and take all the possible measures to ensure their well-being and safety.

## **About cancellations**

7. **My clients want to cancel their stay because of the incidents they've read about online. They don't want to go to your hotel anymore. I don't want to work with you anymore.**

Every year, IBEROSTAR Hotels & Resorts welcomes more than 4 million guests worldwide, with a high repeat guest rate of 42%. In the last year, more than 1.3 million reviews have been registered in opinion platforms, such as TripAdvisor and Holiday Check, more than 95% of them positive. We truly believe that your stay will be more than enjoyable; our team will be available to you 24/7 to make sure you are completely safe and enjoying every second of your stay. We really hope to have the chance to welcome you soon here in Mexico and show you that your worries are not justified.

## **About the staff**

8. **How do you know your hotel staff is reliable and honest and that you can trust them in their treatment with guests? How do you know they won't be tempted to rob someone or to put something in their drink or abuse guests for a personal benefit?**

At IBEROSTAR Hotels & Resorts, we are committed to providing guests with a safe and satisfactory experience. We carefully select and train our staff to provide excellent service focused on creating an optimal guest experience. Our corporate team always requests previous professional references from our employees and we select reliable people who identify with our values as a company.

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