



COVID-19 UPDATE

A Message From Our RCD Hotels Family

Dear Valued Partners,

We know the last few weeks have been challenging for all of us, to say the very least. Your hard work and dedication to quickly and efficiently service our mutual clients through this time has not gone unnoticed, and for that we would like to extend our deepest gratitude and appreciation.

We continue to closely monitor the COVID-19 situation, and follow the lead Centers for Disease Control (CDC), the World Health Organization (WHO), government agencies, and internal teams to stay on top of this evolving situation, as the safety, health, and wellbeing of our mutual customers, partners and employees continue to be a top priority.

20°N 87°W
UNICO
Riviera Maya

Hard Rock
HOTEL
CANCUN . PUNTA CANA . VALLARTA
RIVIERA MAYA . LOS CABOS
AN ALL-INCLUSIVE EXPERIENCE

EDEN ROC
MIAMI BEACH

NOBU HOTEL
MIAMI BEACH | LOS CABOS | CHICAGO

Additionally, it has always been of utmost importance to provide you with the tools and resources you need at all times, and we have been working hard to ensure you are supported throughout this crisis. As we continue to work with you through this evolving situation, this page will serve as a source of information and updates surrounding the Coronavirus (COVID-19) while we navigate through these unprecedented times together.

This has been the toughest challenge we have faced in the travel industry, but we are hopeful that we will get through this together, and rebound stronger than ever. In the meantime, we will do our best to get you through with regular updates, flexible policies, recovery initiatives, and feel good content to help encourage and inspire all of us.



Temporary Hotel Closures

In the last few weeks, we made the difficult decision to temporarily suspend hotel operations in light of this global emergency and heightened travel restrictions across several countries. This decision was made with our mutual guests' and employees' safety top of mind as we continue our efforts to mitigate the spread of the virus. Please note the following schedule of temporary closures:



CANCUN . PUNTA CANA . VALLARTA
RIVIERA MAYA . LOS CABOS
AN ALL-INCLUSIVE EXPERIENCE



- Hard Rock Hotel & Casino Punta Cana: March 19 to May 31, 2020 (reopens June 1)
- Eden Roc Miami Beach: March 22 to May 31, 2020 (reopens June 1)
- Nobu Hotel Miami Beach: March 22 to May 31, 2020 (reopens June 1)
- Hard Rock Hotel Riviera Maya: March 23 to May 31, 2020 (reopens June 1)
- Hard Rock Hotel Vallarta: March 24 to May 31, 2020 (reopens June 1)
- Unico 20°87° Hotel Riviera Maya: March 25 to May 31, 2020 (reopens June 1)
- Hard Rock Hotel Los Cabos: March 26 to May 31, 2020 (reopens June 1)
- Nobu Hotel Los Cabos: March 26 to May 31, 2020 (reopens June 1)
- Hard Rock Hotel Cancun: March 30 to May 31, 2020 (reopens June 1)

Any guests with individual bookings who were scheduled to check-in to one of the hotels between the closure dates can reschedule their hotel stay for travel within one year from the original travel date, and will receive a free upgrade to a higher room category at the time of change in addition to 1 free night for every 3 nights paid. If this guest does not wish to reschedule, they can cancel without penalty.



Those with contracted groups should reach out to their sales contact to discuss any changes, or options available.

The below updated policies apply for changes made between March 11 and April 30, 2020 for bookings traveling in 2020. Changes can only be made once.



Flexible Policy For New Individual Bookings

To provide our mutual customers with further peace of mind, if guests book their stay between March 11th through April 30 for travel until December 15, 2020, they may change their dates up to 24 hours prior to arrival with no penalty for travel up to December 18, 2020 (a difference in rates may apply, this is subject to availability). Cancellations will be subject to penalty.



CANCUN . PUNTA CANA . VALLARTA
RIVIERA MAYA . LOS CABOS
AN ALL-INCLUSIVE EXPERIENCE

Flexible Policy For Existing Individual Bookings

For guests traveling from the high-risk areas listed as per updates from the Centers for Disease Control and Prevention (CDC), we will allow rescheduling the hotel stay within one year from the original travel date, or canceling hotel reservations without penalty.



Additionally, any existing reservation can be moved prior to travel for dates up to December 18, 2020 at the same rate. All penalties will apply for any cancellations as specified at the time of booking.



Flexible Policy for Existing and New Group Bookings

Direct Wedding and Social Groups:

- Any existing contracted wedding or social groups under cancellation penalties can change their travel dates up to December 18, 2020, and the same contracted rates will apply.



- Any individual guests who would like to move dates can do so once, and pay the full amount of their current penalty which becomes non-refundable and transfers over to the new date.
- All penalties will apply for any individual guests who would like to cancel.
- Complimentary nights will apply based on the total number of rooms paid in full regardless of travel date.



Tour Operator Wedding and Social Groups:



- Any existing contracted wedding or social groups under cancellation penalties can change their travel dates up to December 18, 2020, and the same contracted rates will apply.
- Group will receive a 30 day extension on the cutoff date for reduction and cancellation penalties to be assessed.
- Reductions made after this period, will be allowed up to 40% without penalty.
- All penalties will apply for any individual guests who would like to cancel.
- Complimentary nights will apply based on the total number of rooms paid by the tour operator regardless of travel date.



All Wedding Ceremonies:

- Couples can move their wedding to a new date up to December 18, 2020 and the \$300 non-refundable deposit is transferable. The new date is subject to availability, and must be selected at the time the move is requested.
- If wedding extras are paid in full, all payments for nonperishable items will be transferred to the new date. Perishable items will be non-refundable.
- Wedding group benefits for events will be honored for original group size as long as a minimum of 70% of the original group travels.



- For weddings that need to be rescheduled, the couple will receive a 30 day extension after their wedding date to select the new dates. For example, if the wedding is on March 21 the couple can have until April 21 to choose a new date.

The above policies do not apply to contracted Corporate and Incentive Group travel; please contact your Sales Manager or Global Sales contact to discuss the best possible option for all parties concerned.



CANCUN . PUNTA CANA . VALLARTA
RIVIERA MAYA . LOS CABOS
AN ALL-INCLUSIVE EXPERIENCE



Policy for Governmental Travel Restrictions

For guests traveling from countries with an implemented government travel restriction or ban (i.e countries who close their borders), we will allow rescheduling the hotel stay for travel within one year from the original travel date, and they can receive a free upgrade to a higher room category at the time of change in addition to 1 free night for every 3 nights paid. If guest does not wish to reschedule, they can cancel without penalty. (If booked through a third party, please reach out to the booking source)

Protected Commission

As a reminder to our travel partners, if guests who are booked direct choose to cancel their stay under full payment penalty, travel agent commissions will be protected.

As we continue to closely monitor this developing situation, we will keep you informed with our customers' safety and wellbeing at the forefront of everything we do. You may continue to check this page for any further updates.

We thank you for your continued patience and trust. We value your partnership, and are here to provide you with the support you need throughout this scenario.



Protocols, Procedures, and Preventive Measures

We want our mutual guests to feel confident and comfortable when traveling to our hotels, and enjoy their vacation with peace of mind.

The hotels continue to follow and reinforce internationally recognized regulations regarding guest and employee sanitation. They have also implemented additional preventive and precautionary measures in place in the interest of our guests' and employees' health and wellbeing; these include:

- Increased and additional cleaning and disinfection of all guest rooms, offices, back-of-house areas, common areas, air conditioning units, and surfaces throughout the hotel using Ecolab products
- Continued training and implementation of global standards of sanitation set forth by third parties, such as Ecolab
- Reinforcement and documentation of employees' hand washing requirements and use of an alcohol-based sanitizer, frequently and rigorously according to strict protocol
- Continued use of masks and gloves by the required food-handling employees according to protocol
- Limiting physical contact such as handshakes
- Encouraging correct handwashing technique and use of hand sanitizing gel among guests
- Additional staff training on how to closely monitor and identify any flu or virus associated symptoms, and reporting it to local authorities
- Continued staffing of an onsite doctor 24/7 at our Mexico and Dominican Republic properties

For any additional questions or concerns about preventive measures the hotels take, please feel free contact customer care.