



September 20<sup>th</sup>, 2022.

Dear Valued Travel Partner,

Palladium Hotel Group is contacting you with an important update for guests at **TRS Cap Cana** in the Dominican Republic, regarding Hurricane FIONA.

As you are aware, FIONA has made landfall yesterday morning in the Cap Cana area, and although it has moved away from the Dominican Republic, it has left major flooding and mudslides in the area as well as in many islands in the Caribbean.

To get the latest updates about its activity, please visit: [NOAA.GOV](http://NOAA.GOV), the official website of the National Hurricane Center.

The health and safety of our Guests and Employees is, and it will always be the main priority in this type of situations.

After a detailed assessment conducted by our Management Team in the destination, we feel compelled to notify you, and our mutual Guests about the current situation:

**TRS Cap Cana:**

- Guests will be able to experience all services although with some limitations.
- Lobby & Public Areas have been slightly affected, but not major damage to be concerned about.

**TRS Turquesa & Grand Palladium Properties, - in Punta Cana:**

- Guests will be able to experience all services.

**IMPORTANT:** In both cases, our Operations Teams are working non-stop; therefore, cleaning and pick up services will continue to guarantee all areas to be at optimal image look and feel as soon as possible.

Nevertheless, and faithful to our promise of "Making sure Guest enjoys every moment of his/her vacation," Palladium Hotel Group would like to offer you the following alternatives for **guests at TRS Cap Cana, arriving within the next between Sep 21st and October 3<sup>rd</sup>, 2022.**

**1. Guests In-House:**

- a) They have the option to either stay on property with the limitations previously addressed.
- b) They can be relocated at any of our properties in Punta Cana for the balance of their stay.
- c) We will do everything possible to assign the same room category of the original booking if availability permits.
- d) Hotel will provide transportation from one hotel to another.

**2. Guests Arriving Between Sep 21 and October 3<sup>rd</sup>, 2022:**

- a) They will have the option to either cancel without penalties.
- b) Change Dates without penalties.
- c) They can be relocated at any of our properties in Punta Cana.
- a) Arrive directly at the property Guest is being relocated. – We just need to be informed, to make the changes in the actual booking, accordingly.

While we continue monitoring the weather activity this season, **keep in mind our Corporate's Severe Weather Policy** (also attached) **remains in place** for guests unable to arrive or depart, due to flight delays and cancellations in the neighboring airports in the areas which have been or are about to be impacted.

We will appreciate you share this information with your Call Center, Customer Service, Guests and anybody whom you may think needs to be informed of the situation. We are committed to always keep you informed about the situation at all times, and we will continue doing so.

For any further assistance, please contact the following areas:

- **RESORTS CONTACT LIST:**

<b>RESORT</b>	<b>EMAIL</b>	<b>PHONE #</b>
Palladium Hotel Group Punta Cana Resort	<a href="mailto:dtorgeneral.bavaro@palladiumhotelgroup.com">dtorgeneral.bavaro@palladiumhotelgroup.com</a>	1 809 221 07 19
Palladium Hotel Group Jamaica Resort	<a href="mailto:dtorgeneral.jamaica@palladiumhotelgroup.com">dtorgeneral.jamaica@palladiumhotelgroup.com</a>	1 876 619 00 00
Palladium Hotel Group Riviera Maya Resort	<a href="mailto:dtorgeneral.riviera@palladiumhotelgroup.com">dtorgeneral.riviera@palladiumhotelgroup.com</a>	52 984 877 21 00
Palladium Hotel Group Vallarta Resort	<a href="mailto:dtorgeneral.vallarta@palladiumhotelgroup.com">dtorgeneral.vallarta@palladiumhotelgroup.com</a>	52 329 226 9900
Palladium Hotel Group Costa Mujeres Resort	<a href="mailto:dtorgeneral.costamujeres@palladiumhotelgroup.com">dtorgeneral.costamujeres@palladiumhotelgroup.com</a>	52 998 868 5200

- **CONTACT LIST BY DESTINATION:**

<b>BY DESTINATION</b>	<b>EMAIL</b>
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Riviera Maya	<a href="mailto:crsrivieramaya.america@palladiumhotelgroup.com">crsrivieramaya.america@palladiumhotelgroup.com</a>
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<b>JAMAICA</b>	<a href="mailto:crsjamaica.america@palladiumhotelgroup.com">crsjamaica.america@palladiumhotelgroup.com</a>
<b>BRAZIL</b>	<a href="mailto:crsbrasil.america@palladiumhotelgroup.com">crsbrasil.america@palladiumhotelgroup.com</a>

- **CALL CENTER PHONE NUMBERS:**

From Mexico (toll free)	1 800 990 1234
From USA (toll free)	1 888 237 1226
From Canada (toll free)	1 866 685 8524
From other countries:	52 984 873 48 25 or +52 984 873 48 26

Sincerely,

**PALLADIUM HOTEL GROUP**

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