

Cancun, Quintana Roo, October 6, 2020

## IMPORTANT ANNOUNCEMENT

**Before the arrival of Hurricane Delta to Quintana Roo, BD Experience has implemented preventive measures for the protection and care of our collaborators and clients.**

**BD Experience** would like to assure you that, before the imminent arrival of Hurricane Delta, it was important for us to take all the necessary measures to guarantee the safety of our mutual clients and collaborators.

Due to the close proximity of Hurricane Delta, the Civil Protection authorities issued a Red Alert (Maximum Danger), for the North of Quintana Roo and ordered the suspension of all non-essential activities from 1:00 pm today for the municipalities of Tulum, Solidaridad, Cozumel, Puerto Morelos, Benito Juárez, Isla Mujeres and Lázaro Cárdenas. The evacuation of the Cancun hotel zone was also announced, as well as airports in the north to be closed at 5:00 pm.

Following the instructions of the authorities, and as a preventive measure, from 12 noon today BD Experience staff were withdrawn from the hotel hospitality desks. It should be noted that clients were assisted until the last moment before the BD Experience staff departed the hotels.

It is important to mention that our staff at the Cancun International Airport will provide service as long as the authorities allow it, the estimated closing time is at 6:00 pm.

Due to the meteorological phenomenon, there may be a power outage in the state, so we will have limited access to telephone and technological services, but we will always remain on guard to provide the assistance and services required.

To maintain constant communication, our passengers have our BD Experience App and Service Center available, which operates 24 hours a day, 7 days a week.

After the passage of the meteorological phenomenon, we will reestablish the operation, to continue providing attention to our passengers, which is expected to be from Thursday, October 8, 2020.

At **BD Experience** we are prepared to provide our clients and collaborators with the security they require.

We urge you to continue monitoring weather warnings and Civil Protection instructions which can be accessed through the following links: [www.gob.mx/conagua](http://www.gob.mx/conagua) and <https://smn.conagua.gob.mx>, Or on Twitter accounts @conagua\_mx and @conagua\_clima, and on Facebook [www.facebook.com/conaguamx](http://www.facebook.com/conaguamx), as well as in the application for mobile devices ConaguaClima, where the forecast can be checked by municipality.

Sincerely,



**Laura Triay**  
Managing Director



**Juancho Sueyro**  
Commercial Vicepresident