

Cancun, Quintana Roo, October 27, 2020

IMPORTANT ANNOUNCEMENT

BD Experience resumes normal operations after Hurricane "Zeta" passes Quintana Roo.

BD Experience would like to inform you that now that Hurricane "Zeta" has passed the State of Quintana Roo and following the Civil Protection authorities issuing the Yellow Alert, all of our team of collaborators has resumed normal activity.

The hydrometeorological phenomenon "Zeta" is once again a tropical storm and is located 70 km southeast of Dzilam and 75 km east of Puerto Progreso in Yucatán, and as a result, a Yellow Alert has been issued for the North, East, West, and Downtown Quintana Roo.

The civil protection authorities of the Government of the State of Quintana Roo have announced the following today, Tuesday, 27th October, 2020:

- No casualties have been reported.
- Hospitals and health centers report no incidents.
- Work is being done to restore public services that were lost in some cities and neighborhoods.
- Work activities resumed at 10 am.
- The airport and hotels operate normally.
- The "Dry Law" prohibition period is terminated and alcoholic beverages are once again being served.

Please note for BD Experience, it is a priority to guarantee the safety of our guests and collaborators and given that the National Meteorological Service (SMN) reported that the end of the tropical cyclone season for the northeastern Pacific Ocean and the Atlantic Ocean ends on November 30, we are always attentive to the possibility of a new hydrometeorological phenomenon.

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For BD Experience it is very important to maintain constant communication with our guests who have access to the following options:

- Our Memory Makers are providing hotel service during normal hours.
- Our BD Experience App and our Service Center is working 24 hours a day, 7 days a week.
- The Coronavirus pandemic is still in force, so BD Experience applies strict protocols and preventive measures, designed to guarantee the safety and tranquility of our guests.
- Touristic activities will be reopening as and when conditions allow.

At **BD Experience** we are prepared to provide our guests and collaborators with the security they require. We urge you to remain attentive to weather warnings and Civil Protection indications. They can be informed through the internet pages www.gob.mx/conagua and <https://smn.conagua.gob.mx>, on the Twitter accounts @conagua_mx and @conagua_clima, and on Facebook www.facebook.com/conaguamx, as well as in the application for mobile devices ConaguaClima, where you can check the forecast by municipality.

Sincerely,



Laura Triay
Managing Director



Juancho Sueyro
Commercial Vicepresident