

## OUR COMMITMENT TO YOU

A vacation should be a respite from the rest of the world. We focus on your peace of mind and well-being in all that we do. Our Peace of Mind promise ensures that you have a safe and enjoyable stay that enhances your well-being.



### INDEPENDENT CERTIFICATION

We've partnered with leading health and wellness organizations to elevate our cleaning protocols so our guests can enjoy total peace of mind every stay.

#### Cristal International Standards/ Check Safety First

- World-renowned organization audits 17 areas of focus for guest safety
- Complies and exceeds International Food Standards and the World Health Organization guidelines
- Achieves Check Safety First's 7-point system for safety, health and cleanliness categories

#### EarthCheck

- World-leading scientific benchmarking, certification and advisory group for travel and tourism
- All hotels operated by Karisma Hotels & Resorts in Mexico are Earth Check certified.

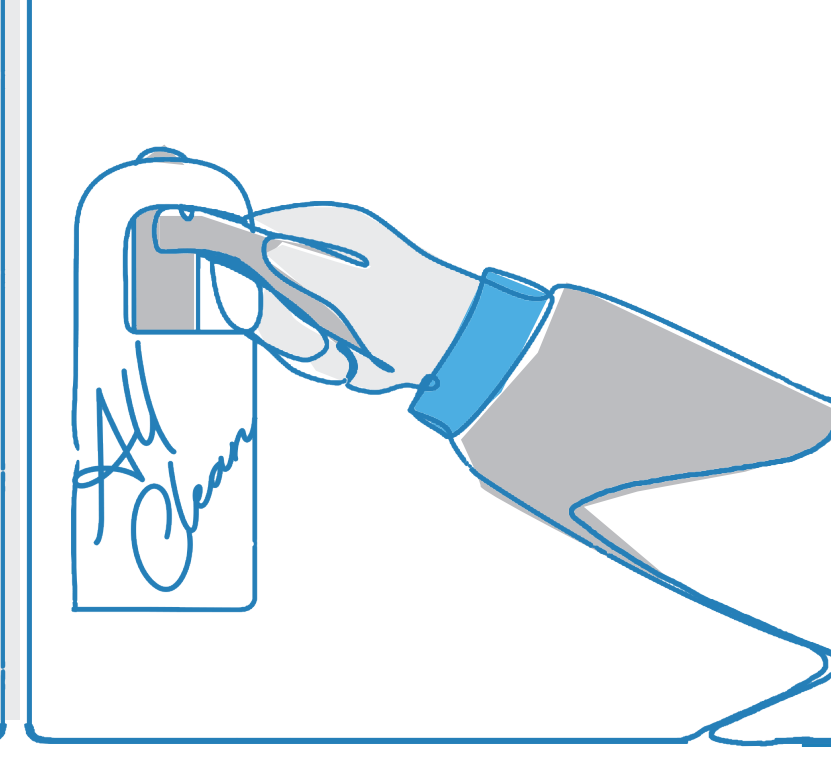
#### Delos Well Living endorsed by Dr. Deepak Chopra

- First hotel chain to align with the International WELL Building Institute
- All protocols certified through Well Living Lab in conjunction with the Mayo clinic
- Stay Well™ evidence-based health and wellness guest room amenities



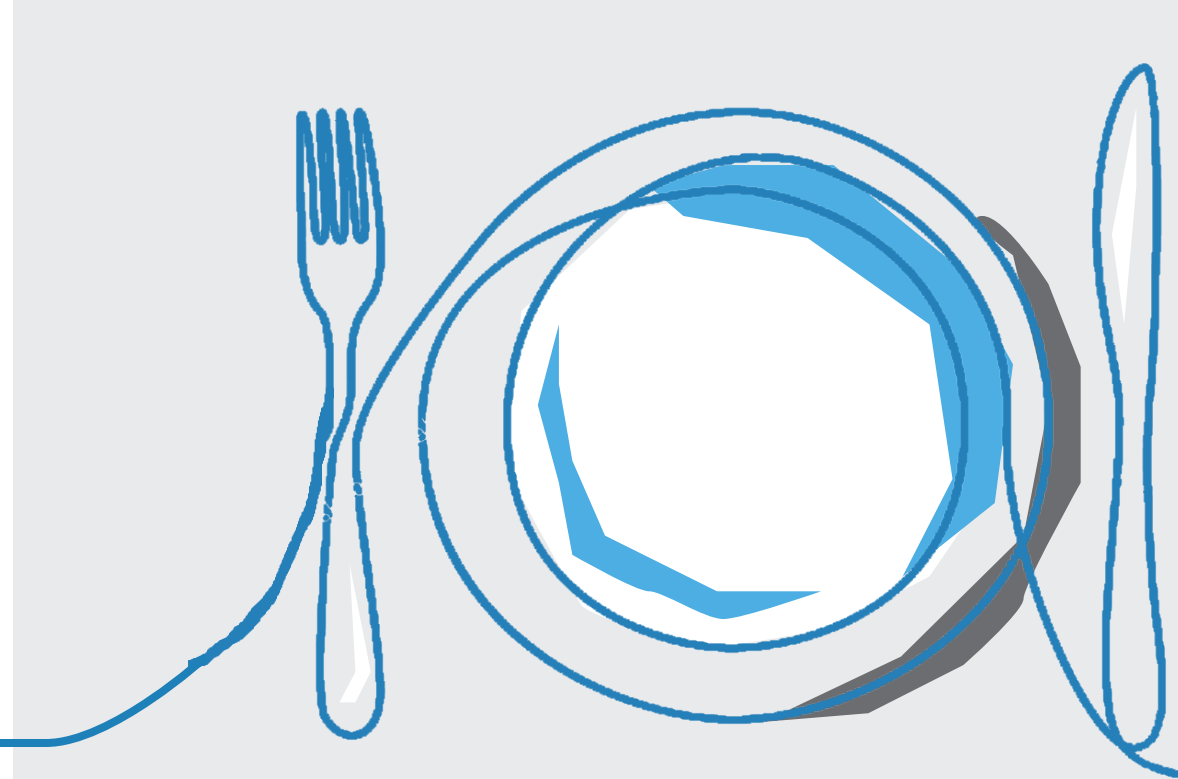
### DEEP CLEANING ALL THE TIME

New sanitizing protocols go far beyond deep cleaning. They now include ultra-violet sanitization, temperature monitoring thermal camera technology, formula steaming and fogging and germ-free service applications. Guest cleanliness tools include hand sanitizing wipes, guest sanitizing kits, masks, alcohol, and social distancing guidelines at restaurants, bars, pools, elevators and other public spaces.



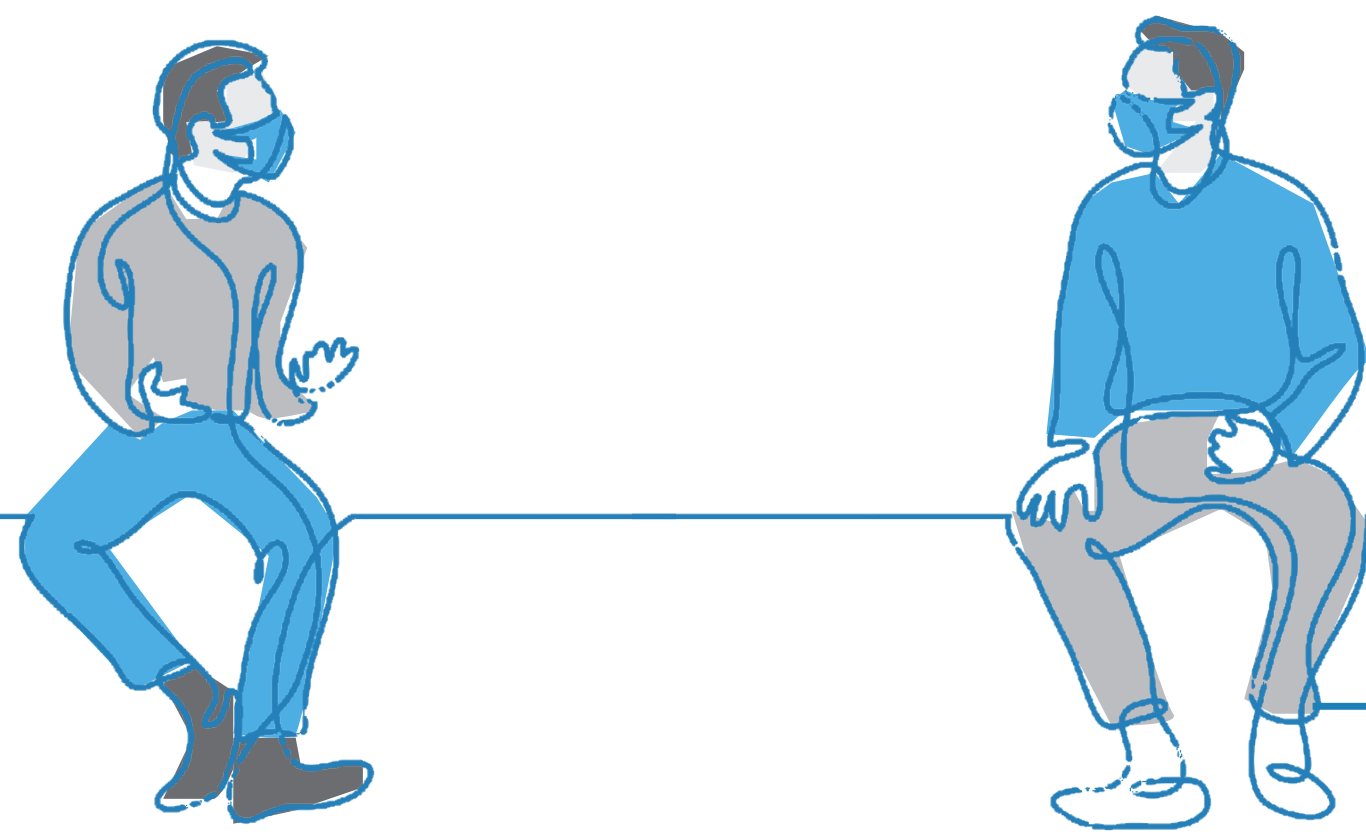
### SEALED CLEAN FOR YOU

All guest rooms and suites are deep cleaned and then sealed exclusively for you. Stay Well™ rooms include advanced air purification systems and other wellness features and therapies that address sleep (specialty bedding, lighting and water treatment such as vitamin C infused water).



### UNCOMPROMISED FOOD & BEVERAGE

Gourmet Inclusive means the finest ingredients made-to-order with peace of mind quality. Grown in our very own greenhouses or locally sourced with the highest quality standards. New F&B apps for reservations, menus and ordering. Contactless room service and personalized mini bar service also available.



### PUBLIC AREAS, BUILDINGS & OUR CAMPUS

New sanitizing techniques are applied throughout the resort including beach and pool areas, spa and fitness centers, night clubs and lounges, theme parks, playgrounds and all public areas that include capacity management and wellness protocols. These practices are carefully designed and managed to be as unobtrusive as possible.



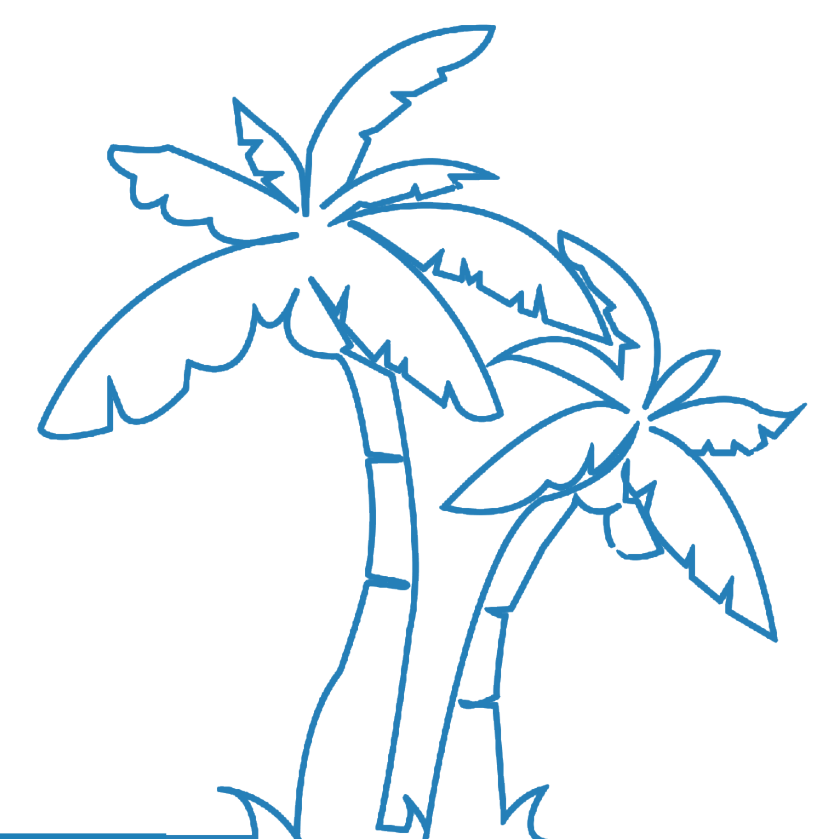
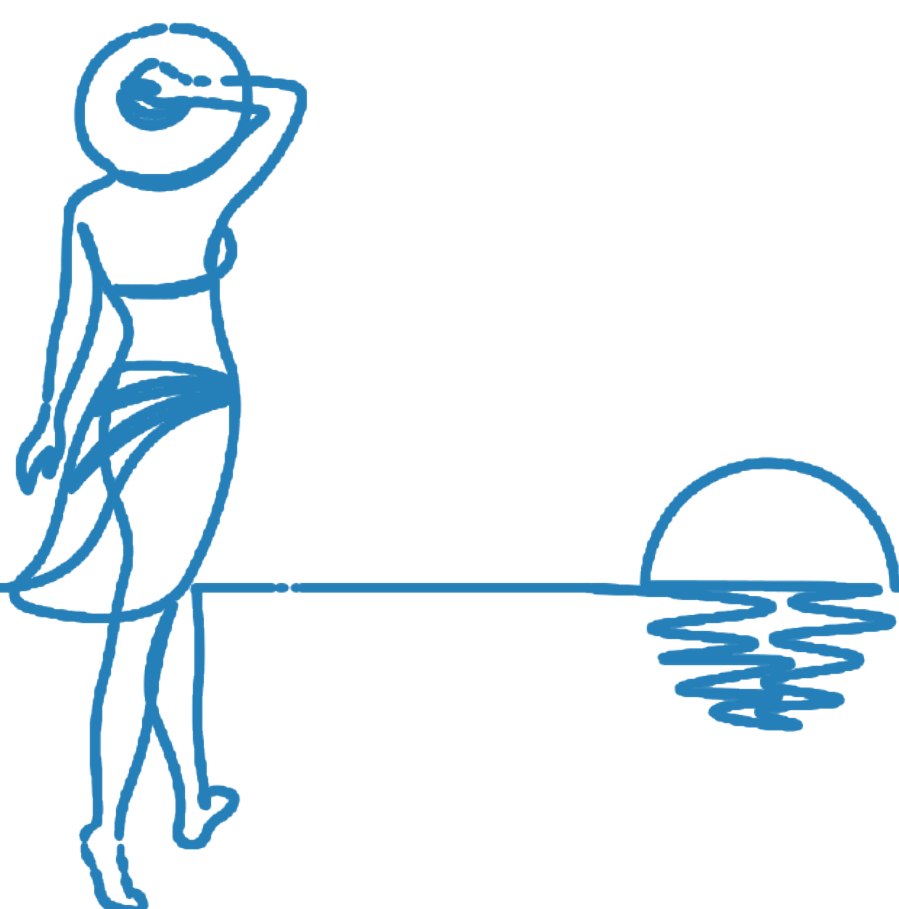
### ENVIRONMENTALLY RESPONSIBLE

Energy conservation goes beyond preservation of natural resources. At Karisma we take environmental responsibility to new heights with solar energy, oceanic and wildlife preservation. The Karisma Fundación strongly supports community service and assists employees in their hardships.



### OUR EMPLOYEES WITH A SPIRIT TO SERVE

Throughout the COVID 19 pandemic, Karisma retained our employees to continue to provide the finest professional service and to demonstrate our commitment to our loyal staff.





# KARISMA PEACE OF MIND™

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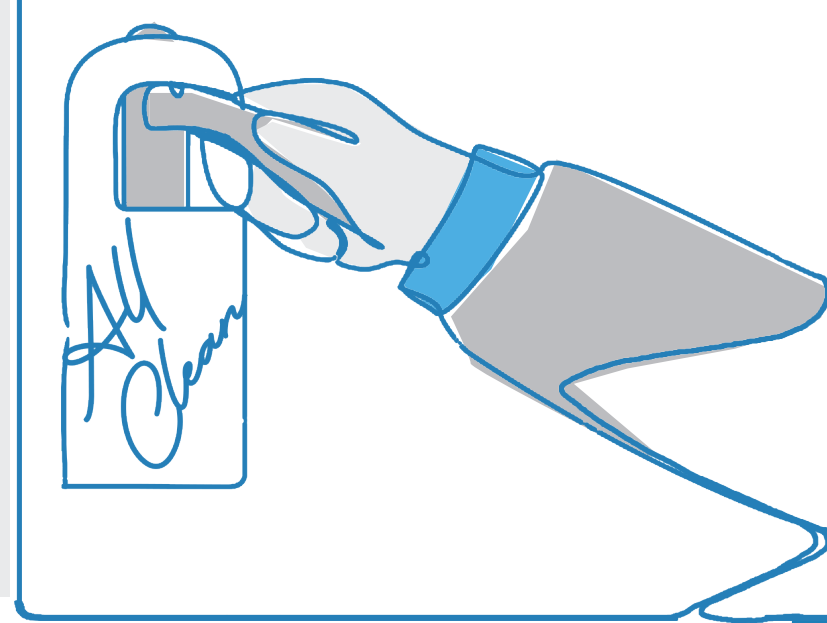
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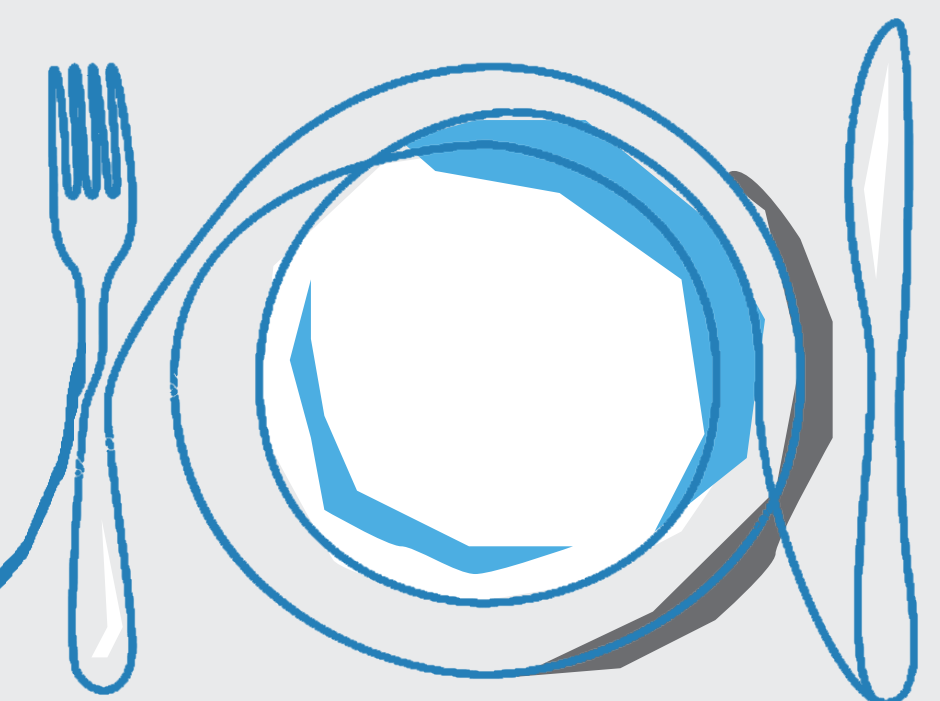
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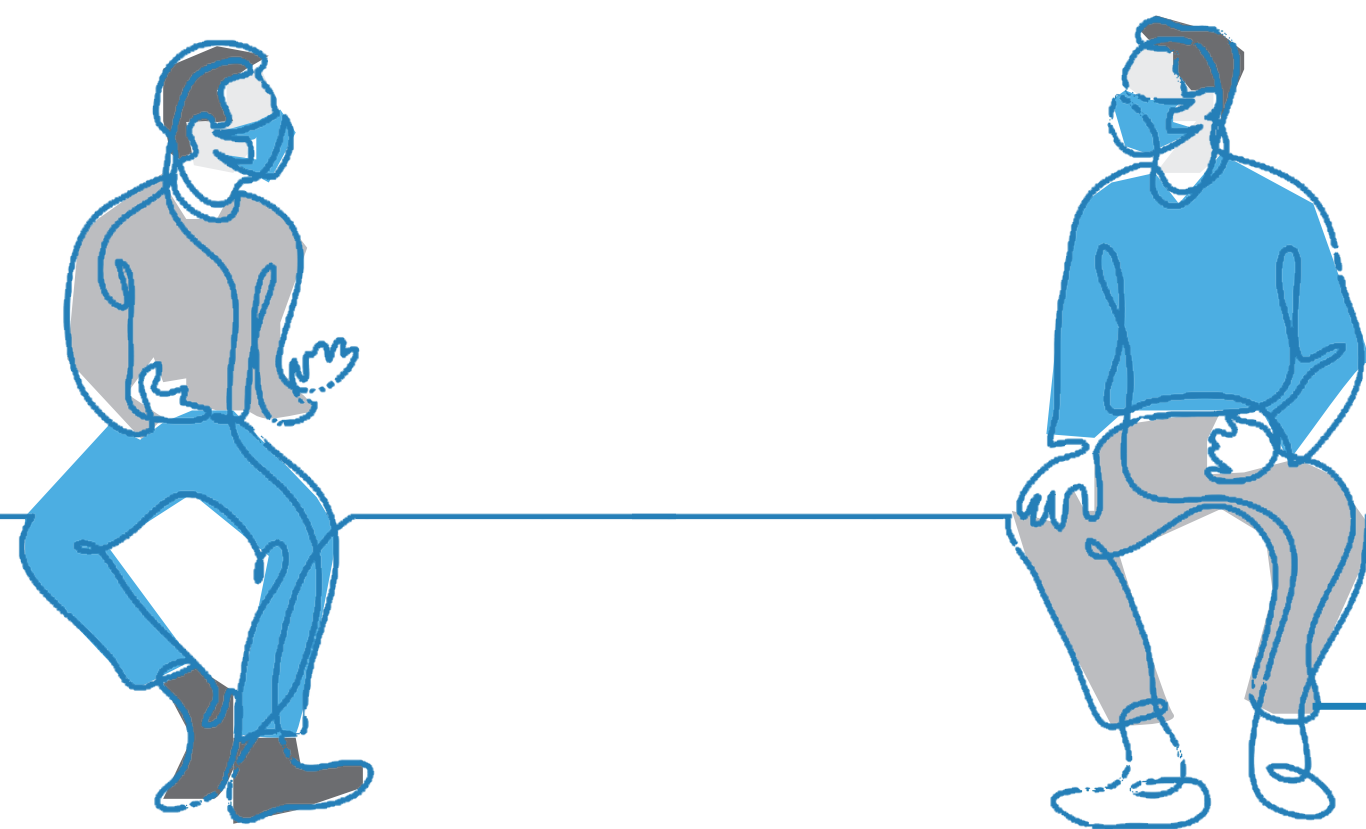
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