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Official Information from the State Government of Quintana Roo

MEXICO'S CARIBBEAN DESTINATIONS CONTINUE TO WELCOME VISITORS

Zero cases of COVID-19, zero travel warnings, and CDC "Green" ranking all confirm there is no reason to change or cancel plans to visit the Mexican Caribbean

QUINTANA ROO, MEXICO – February 28, 2020: The state of Quintana Roo in Mexico, home to the Mexican Caribbean's most popular tourist destinations including Cancun, Playa Del Carmen, Riviera Maya, Cozumel Island, Tulum, Isla Mujeres, Puerto Morelos, Isla Holbox and Grand Costa Maya, continues to welcome visitors and is prepared to ensure their safety during this time of international concern related to COVID-19. There is no impact to the visitor experience, and the destinations warmly invite travelers to enjoy the incredible hospitality, beautiful weather and beaches, culinary, entertainment and adventure options that are open for all to enjoy.

There is no reason for current or future visitors to change their travel plans due to the following facts:

- There are **Zero cases of COVID-19** in the Mexican Caribbean
- There are **Zero travel advisories or warnings recommending against travel** to the Mexican Caribbean by any foreign government, including the U.S., Canada, and UK to name a few
- There are **Zero alerts from the CDC recommending changing travel plans** to the Mexican Caribbean. Mexico and the State of Quintana Roo have a "Green – level 1" ranking which recommend exercising normal precautions

Given these facts, **Mexico's Caribbean destinations remain among of the safest and most enjoyable destinations in the world to visit right now.**

The global COVID-19 situation is receiving the highest levels of attention and action by the Quintana Roo State government, including the State's Ministry of Health, as well as the highest levels of attention and action by the private sector and the wider travel industry. The following steps have been taken and will continue to be diligently implemented and monitored in order to minimize risks associated with COVID-19 for all visitors and residents:

- Real-time monitoring of all international developments and recommendations from the WHO, CDC and Mexico's federal Ministry of Health for any information to support and strengthen efforts underway
- Ongoing communications and updates from the Quintana Roo Ministry of Health to share international protocols, best practices and other support to private companies and individuals in order to ensure all measures are taken to prevent issues as well as detect and manage risks
 - o This includes regular public communication, from videos to tip sheets for travelers and more, on best practices in detection and prevention
- From international airport operators to hotels, transportation companies, tour operators, restaurants and more, all are working tirelessly to ensure the highest levels of cleanliness,



monitoring for signs of illness and rapid response to contain risks and support individuals who may need assistance

- These protocols have been put to the test and proven effective just this week, as a cruise ship that was denied entry at other ports arrived in Cozumel and prior to allowing any docking or disembarkation, individuals presenting symptoms were given medical attention, tested and confirmed to have influenza, not COVID-19
- In addition to these strong efforts in Mexico, other foreign governments, health organizations, airport operators and airlines have implemented advanced screening procedures for air travelers in the areas impacted by COVID-19. These include screening ticketed passengers before flying by reviewing their travel history, temperature checks and other health screenings at airports and while on Board aircrafts, and immediately suspending further travel and contact with others for those who present symptoms.
 - These efforts, in addition to the restrictions in place in the areas that are most impacted, are greatly reducing the number of international travelers who are potentially carrying the virus and therefore greatly reducing risk overall.

Given the facts and measures shared above, it is clear that Mexico’s Caribbean destinations a working tirelessly to ensure risk levels remain as low as possible and that any potential threats are immediately minimized through screening and rapid detection protocols. We are confident that these efforts will allow our destinations to continue to welcome tourists from around the world during this time.

We would also ask that all travelers follow the CDC’s recommended procedures to maintain the highest levels of personal hygiene and immediately self-report symptoms that may require professional medical evaluation and support. These recommendations include:

- Wash hands with soap and water frequently, for at least 20 seconds
- Cover your mouth and nose with tissues or the fold of your elbow if you need to sneeze or cough
- Avoid contact with sick individuals and avoid crowded places if you are sick

Additionally, the state of Quintana Roo offers 24-hour service hotlines should any tourist have questions or need any other kind of assistance while they are visiting the Mexican Caribbean:

- 800 00 44 800 – Health Services Hotline. In case you have symptoms or have medical questions
- 800 27 74 780 – Guest Assist Hotline. Travel issues or other support

As new information is available, we will continue to share updates to the international travel community and wish to reiterate the commitment of the State of Quintana Roo and its tourism industry to protecting the well-being of all travelers.

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