

Dear Guests,

A very warm welcome to Thompson Playa Del Carmen. It is indeed a pleasure to have you staying with us.

The Management and staff are pleased to be your hosts in Riviera Maya and look forward to turning your trip into a truly memorable experience.

Enjoy sun-splashed luxury in the heart of Riviera Maya, an intimate and bohemian style beachfront refuge just a short stroll away from Playa del Carmen's vibrant central quarter known as Quinta Avenida.

Please explore the attached useful information about our facilities, menus and recommendations with the aim to exceed your expectations.

In light of the ongoing contingency, the safety and wellbeing of our guests, colleagues and costumers remains a top priority. Our commitment includes three important programs:

- 1) An accreditation process by the Global Biorisk Advisory Council (GBAC) at all Hyatt hotels around the world.
- 2) New colleague training and support resources and every Hyatt Hotel will have at least one person on property trained as Hygiene Manager
- 3) We comply with the Sanitizing Protocol & Certification provided by the Ministry of Tourism (SEDETUR) and State Government Authority (COFEPRIS)

Sometimes the smallest things can make the biggest difference. If there is anything our team can do to make your stay more comfortable, please don't hesitate to contact us.

Warm regards,

General Manager  
Jorge Gonzalez