

**HOTEL OPERATION UPDATE  
COVID-19  
May 22, 2020.**



**Dear Clients and Business Partners,**

We hope that this letter finds you and your loved ones are healthy and safe. During this time, we have paused our business operations in order to safeguard the health of our guests and employees and to comply with the recommendations of the government and health authorities. We have also set about creating new sanitary measures for our operations like our new hygiene and flexibility program, "Travel with Confidence" which, in collaboration with 3M, has already been employed in all of our properties. The program allows us to offer memorable experiences in a safe and hygienic environment, from the moment guests, clients, and employees arrive, through public areas, elevators, and to their accommodations. Within the "new normal," these protocols will certainly be essential for all travel.

We have followed the recommendations of organizations such as: the Mexican Government, the Mexican Institute of Social Security, the Secretary of Health, the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and the World Travel & Tourism Council (WTTC), among others.

Another initiative in solidarity with the medical community that we implemented during this time was to make fifteen thousand nights of accommodation and free meals available to health professionals treating COVID-19 in sites all over the country in hopes of offering them a safe and hygienic space to rest from their laudable work.

Now, it is time to gradually re-open our operations. What follows is a list of the dates and hotels from Live Aqua, Grand Fiesta Americana, Fiesta Americana, The Exploreal, Fiesta Inn, Gamma and one hotels, that will resume activities based on the guidelines established by the official authorities:

**JUNE 1**

<p><b>LIVE AQUA</b></p> <p>Live Aqua Urban Resort Monterrey</p> <p><b>GRAND FIESTA AMERICANA</b></p> <p>Grand Fiesta Americana Guadalajara Country Club</p> <p>Grand Fiesta Americana Monterrey Valle</p> <p><b>FIESTA AMERICANA</b></p> <p>Fiesta Americana Aguascalientes</p> <p>Fiesta Americana Cozumel All Inclusive</p> <p>Fiesta Americana Guadalajara</p> <p>Fiesta Americana Hermosillo</p> <p>Fiesta Americana México Toreo</p> <p><b>FIESTA INN</b></p> <p>Fiesta Inn Aeropuerto Ciudad de México</p> <p>Fiesta Inn Aguascalientes</p> <p>Fiesta Inn Aguascalientes Patio</p> <p>Fiesta Inn Celaya Galerías</p> <p>Fiesta Inn Chetumal</p> <p>Fiesta Inn Ciudad del Carmen</p> <p>Fiesta Inn Ciudad Juárez</p> <p>Fiesta Inn Ciudad Obregón</p> <p>Fiesta Inn Colima</p> <p>Fiesta Inn Cuautitlán</p> <p>Fiesta Inn Express Monterrey Centro</p> <p>Fiesta Inn Guadalajara Expo</p> <p>Fiesta Inn Guadalajara Periférico Poniente</p> <p>Fiesta Inn León</p> <p>Fiesta Inn Los Mochis</p> <p>Fiesta Inn Monterrey Tecnológico</p> <p>Fiesta Inn Monterrey Valle</p> <p>Fiesta Inn Morelia Altozano</p> <p>Fiesta Inn Nogales</p> <p>Fiesta Inn Nuevo Laredo</p> <p>Fiesta Inn Oaxaca</p> <p>Fiesta Inn Periférico Sur</p> <p>Fiesta Inn Poza Rica</p> <p>Fiesta Inn Puerto Vallarta Isla</p>	<p>Fiesta Inn Querétaro Centro Sur</p> <p>Fiesta Inn Saltillo</p> <p>Fiesta Inn Silao Puerto Interior</p> <p>Fiesta Inn Tampico</p> <p>Fiesta Inn Tepic</p> <p>Fiesta Inn Torreón Galerías</p> <p>Fiesta Inn Villahermosa Cencali</p> <p>Fiesta Inn Xalapa</p> <p><b>GAMMA</b></p> <p>Gamma Monterrey Gran Hotel Ancira</p> <p>Gamma Morelia Beló</p> <p>Gamma Orizaba Grand Hotel de France</p> <p>Gamma Pachuca</p> <p>Gamma Tijuana</p> <p>Gamma Xalapa Nubara</p> <p><b>ONE</b></p> <p>one Acapulco Diamante</p> <p>one Aguascalientes San Marcos</p> <p>one Ciudad del Carmen Concordia</p> <p>one Guadalajara Centro Histórico</p> <p>one Guadalajara Periférico Norte</p> <p>one Guadalajara Periférico Poniente</p> <p>one Guadalajara Tapatio</p> <p>one León Antares</p> <p>one León Poliforum</p> <p>one Monterrey Aeropuerto</p> <p>one Monterrey Tecnológico</p> <p>one Oaxaca Centro</p> <p>one Puerto Vallarta Aeropuerto</p> <p>one Querétaro Aeropuerto</p> <p>one Salina Cruz</p> <p>one Saltillo Derramadero</p> <p>one Silao</p> <p>one Tapachula</p> <p>one Villahermosa 2000</p> <p>one Villahermosa Centro</p>
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**JUNE 10**

<p><b>FIESTA AMERICANA</b></p> <p>Fiesta Americana Puerto Vallarta All Inclusive &amp; Spa</p>	
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**JUNE 11**

<p><b>LIVE AQUA</b></p> <p>Live Aqua Beach Resort Cancún</p>	<p><b>FIESTA AMERICANA</b></p> <p>Fiesta Americana Cancún Villas</p> <p>Fiesta Americana Condesa Cancún All Inclusive</p>
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**JUNE 12**

<p><b>GRAND FIESTA AMERICANA</b></p> <p>Grand Fiesta Americana Coral Beach Cancún</p>	
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**JUNE 15**

<p><b>LIVE AQUA</b></p> <p>Live Aqua Private Residences Los Cabos</p> <p><b>GRAND FIESTA AMERICANA</b></p> <p>Grand Fiesta Americana Puerto Vallarta All Inclusive Adults Only</p> <p>Grand Fiesta Americana Querétaro</p> <p>Grand Fiesta Americana Veracruz</p> <p><b>FIESTA AMERICANA</b></p> <p>Fiesta Americana Acapulco Villas</p> <p>Fiesta Americana Ciudad de México Reforma</p> <p>Fiesta Americana Los Cabos Villas</p> <p>Fiesta Americana Monterrey Pabellón M</p> <p><b>THE EXPLOREAL</b></p> <p>The Exploreal Kohnlich</p> <p><b>FIESTA INN</b></p> <p>Fiesta Inn Cancún Las Américas</p> <p>Fiesta Inn Centro Histórico Ciudad de México</p> <p>Fiesta Inn Chihuahua</p> <p>Fiesta Inn Chihuahua Fashion Mall</p> <p>Fiesta Inn Ciudad de México Fórum Buenavista</p> <p>Fiesta Inn Coatzacoalcos</p> <p>Fiesta Inn Cuernavaca</p> <p>Fiesta Inn Culiacán</p> <p>Fiesta Inn Durango</p> <p>Fiesta Inn Express Querétaro Constituyentes</p> <p>Fiesta Inn Guadalajara Aeropuerto</p> <p>Fiesta Inn Insurgentes Sur</p> <p>Fiesta Inn Insurgentes Viaducto</p> <p>Fiesta Inn Mérida</p> <p>Fiesta Inn Mexicali</p> <p>Fiesta Inn Monclova</p> <p>Fiesta Inn Monterrey Fundidora</p> <p>Fiesta Inn Monterrey La Fe</p> <p>Fiesta Inn Pachuca Gran Patio</p>	<p>Fiesta Inn Playa del Carmen</p> <p>Fiesta Inn Plaza Central Aeropuerto</p> <p>Fiesta Inn Puebla FINSA</p> <p>Fiesta Inn Puebla Las Ánimas</p> <p>Fiesta Inn Querétaro</p> <p>Fiesta Inn San Luis Potosí Glorieta de Juárez</p> <p>Fiesta Inn Tijuana Otay Aeropuerto</p> <p>Fiesta Inn Toluca Aeropuerto</p> <p>Fiesta Inn Toluca Tollocon</p> <p>Fiesta Inn Tuxtla Fashion Mall</p> <p>Fiesta Inn Veracruz Boca del Río</p> <p>Fiesta Inn Zacatecas</p> <p><b>GAMMA</b></p> <p>Gamma Cancún Centro</p> <p>Gamma Cuernavaca Puerta Paraíso</p> <p>Gamma Guadalajara Centro Histórico</p> <p>Gamma Monterrey Rincón de Santiago</p> <p>Gamma Tampico</p> <p>Gamma Veracruz Boca del Río</p> <p><b>ONE</b></p> <p>one Acapulco Costera</p> <p>one Aguascalientes Sur</p> <p>one Chihuahua Fashion Mall</p> <p>one Ciudad de México Alameda</p> <p>one Ciudad de México La Raza</p> <p>one Ciudad de México Patriotismo</p> <p>one Ciudad de México Periférico Sur</p> <p>one Durango</p> <p>one La Paz</p> <p>one Mexicali</p> <p>one Puebla Angelópolis Periférico</p> <p>one Puebla Serdán</p> <p>one Querétaro Plaza Galerías</p> <p>one Tijuana Otay</p> <p>one Tuxtla Gutiérrez</p>
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**JUNE 18**

<p><b>LIVE AQUA</b></p> <p>Live Aqua Urban Resort San Miguel de Allende</p>	
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**JUNE 22**

<p><b>GAMMA</b></p> <p>Gamma Mazatlán The Inn Centro Histórico</p> <p>Gamma Mérida El Castellano</p>	
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**JULY 1**

<p><b>LIVE AQUA</b></p> <p>Live Aqua Urban Resort Mexico</p> <p><b>GRAND FIESTA AMERICANA</b></p> <p>Grand Fiesta Americana Ciudad de México Chapultepec</p> <p>Grand Fiesta Americana Los Cabos All Inclusive Golf &amp; Spa</p> <p>Grand Fiesta Americana Oaxaca</p> <p>Grand Fiesta Americana Puebla Angelópolis</p> <p><b>FIESTA AMERICANA</b></p> <p>Fiesta Americana Hacienda Galindo Resort &amp; Spa</p> <p>Fiesta Americana Hacienda San Antonio el Puente</p> <p>Fiesta Americana Mérida</p> <p>Fiesta Americana México Satélite</p> <p>Fiesta Americana San Luis Potosí</p> <p>Fiesta Americana Viaducto Aeropuerto</p> <p><b>THE EXPLOREAL</b></p> <p>The Exploreal Cozumel</p> <p><b>FIESTA INN</b></p> <p>Fiesta Inn &amp; Loft Ciudad del Carmen</p> <p>Fiesta Inn Ecatepec</p> <p>Fiesta Inn Express Puebla Explanada</p> <p>Fiesta Inn Hermosillo</p> <p>Fiesta Inn Naucalpan</p>	<p>Fiesta Inn Parque Puebla</p> <p>Fiesta Inn Perinorte</p> <p>Fiesta Inn San Luis Potosí Oriente</p> <p>Fiesta Inn Tlalnepantla</p> <p>Fiesta Inn Toluca Centro</p> <p>Fiesta Inn Tuxtla Gutiérrez</p> <p>Fiesta Inn Veracruz Malecón</p> <p><b>GAMMA</b></p> <p>Gamma Campeche Malecón</p> <p>Gamma Ciudad Juárez</p> <p>Gamma Plaza Ixtapa</p> <p><b>ONE</b></p> <p>one Cancún Centro</p> <p>one Cuautitlán</p> <p>one Cuernavaca</p> <p>one Culiacán Fórum</p> <p>one Guadalajara Expo</p> <p>one Monclova</p> <p>one Playa del Carmen</p> <p>one Puebla FINSA</p> <p>one Querétaro Centro Sur</p> <p>one Toluca Aeropuerto</p> <p>one Xalapa Las Ánimas</p>
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**JULY 15**

<p><b>ONE</b></p> <p>one San Luis Potosí Glorieta de Juárez</p>	
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We reiterate: all our channels are open to make reservations with new flexibility for changes and cancellations. Also, like always, we know it is important to maintain effective and timely communication, so all updates will also be available on our official sites in the section "Hotel Operation Update COVID-19."

- posadas.com
- lacoleccionresorts.com
- liveaqua.com
- grandfiestamericana.com
- fiestamericana.com
- fiestainn.com
- gammahoteles.com
- onehoteles.com

Thank you as always for your support and trust. Rest assured that when we see each other again, we will welcome you with all of our characteristic passion and enthusiasm.

Sincerely,

José Carlos Azcárraga  
CEO  
POSADAS