

HOW CANCUN'S RE-OPENING MEASURES ARE SURPASSING EXPECTATIONS

A TRAVEL PERSPECTIVE FROM MEETING INNOVATIONS



WITH SAFETY IN MIND - CANCUN IS READY FOR TOURISM

A Perspective by
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After spending 15 days in Cancun earlier this month, we were amazed at the levels of precaution the city has taken to prevent the spread of COVID-19 for tourists and locals alike.

From large resort hotels, to small beach clubs, it seems every establishment is committed to everyone's safety. While there are several government mandates in place, the citizens are committed to the enforcement of protocols, and in many instances, they exceed minimum requirements. There appears to be a unified understanding that only through these measures, will safety and security be instilled to allow for a speedier return of tourism to the area. Their dedication to the protection of tourism is more than evident, as they understand it is the livelihood to so many in this beautiful paradise.

During our stay in Cancun, many impressive safety measures against COVID-19 left us feeling safe, secure and pondering the question, ***are they handling the return of travel better than most?***

TEMPERATURES TAKEN EVERYWHERE



And we mean everywhere, no exceptions!

GET READY TO BE SCANNED....AS IF YOU ARE ON SALE!

From the moment you arrive at the airport, each person has their temperature recorded. The airport has a special body heat machine, that is so discrete, you are nearly unaware you are being scanned.

MARRIOTT CANCUN



As we made our way to the hotel, our temperature was recorded at the security gate BEFORE entering the building... **Yes...! We were still in the airport shuttle!**

This was our first insight into the extent of Cancun's impressive safety protocols. Our welcome proceeded with antibacterial gel before entering the hotel.

Upon arrival at each beach club and shop we entered, our temperature was checked and recorded. There was no change in safety precautions even in the smallest of beach club or restaurant!

The list of recorded temperatures kept by each establishment is subject to collection and review by the local health ministry at any time. Any establishment not abiding by regulations could be fined or even shut down.

What **REALLY** impressed us was this protocol, although not the current mandate, was adopted by taxi drivers and DMC shuttles. The majority of the services we experienced recorded our temperatures, offered us antibacterial and of course, wore a mask while driving.

DREAMS VISTA CANCUN



WHO WAS THAT MASKED MAN?



Wear your mask... everyone is doing it!

NO MASK, NO MARGARITA...

Every employee, server, beach and pool attendant is required to wear a mask. While guests are highly encouraged to wear a mask as well, they are not required inside restaurants or hotels.

However, masks are required in all public spaces, including the airport, outdoors and before entering hotels and restaurants.



Did people follow this rule? You betcha!

The police will stop anyone failing to wear a mask while driving the cart.

In fact, we witnessed a local official stopping a group of tourists and gently reminding them to wear their face mask. The group of tourists cooperated and were quickly on their way.

All locals outside in public are wearing a mask including when riding a bikes, jogging, or even walking outdoors.

Once you are inside an establishment, either hotel or restaurant, you can remove your mask. However, the staff remain wearing masks for your protection.

Our vacation began spending a few days in Isla Mujeres, a charming island 30 minutes by ferry from downtown Cancun.

How was the ferry you ask? Impressive!

Protocols at the ferry were on fleek!

(are the kids still saying that?)

After a temperature check and observing social distancing during boarding, each passenger passes through a disinfectant mister shower. All ferries are boarded at a max capacity of 60%. All attendants are wearing gloves, masks & face guards.

To ride around this island, affectionally called "Isla", most people rent a golf cart. Per current mandate, if you are outside, you must wear your face mask.



IMPRESSIVE DETAILS & PROTOCOLS



It's the small details that make you feel safe

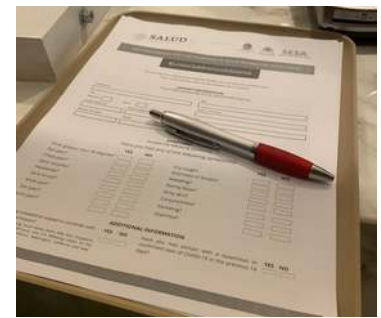
MUCH MORE THAN ANTIBACTERIAL FOR YOUR HANDS...

Outside of the government mandates, each hotel is going above & beyond in their own way to creatively protect guests & make them feel safe.

The Marriott Cancun's protocols were one of the most impressive we experienced! Upon arrival, they provide a safety kit to each guest, which includes a mask, gloves & antibacterial wipes. The Front desk team is masked and protected by plexiglass barriers. Government forms are completed and information on local clinics is shared with each arriving guest.

Located beachfront beside one another, the **Marriott Cancun** & **JW Marriott** are booking reservations for 2020 & beyond with the current safety protocols & social distancing measures in place.

The Marriott is completing a multi-million dollar renovation, which updates the hotel with chic modern decor, light and airy public spaces, as well as the rebranding of their restaurant options.



Food and beverage protocols were also carefully addressed by these properties.

Once seated at a table, an attendant comes to re-spray and sanitize your table.

This was such a simple step which provided an additional level of reassurance to our entire group.

A new culinary safety procedure is no touch food delivery. Once your food leaves the kitchen, it is thoroughly wrapped in plastic to protect from contamination, this extends to the restaurants as well. Each plate our server brought to the table was sealed, only previously handled by the Chef!

***Way to go Marriott Cancun !
We checked in on day 1 of your reopening
& you sincerely impressed us.
We cannot wait to return!***



Protocols followed & exceeded everywhere we went...

There was no property or venue that didn't impress us during our stay. While some hotels were taking more detailed measures, each property exceeded our expectations. These precautions far surpassed the practices we are commonly seeing throughout the industry such as gel and hand washing stations. Here are just some of the many safety measures we experienced during our visit.

SANITATION MATS

Every hotel, restaurant & shop had a sanitation mat. Filled with disinfectant, you step on for a few seconds, and *Voila!* The bottom of your shoes are clean!! We saw these everywhere! A simple & easy way to provide an extra level of protection



LUGGAGE SANITIZED

Each hotel sprayed and sanitized your luggage immediately after unloading from the airport transfer. This is before the pieces even enter the property.

We noticed a certification sticker on each item once it arrived at our guest room



CONTINUOUS PRECAUTIONS

Everywhere you turn around, someone is cleaning.

This picture was taken at the airport, where they continually sprayed the seats near the gates. Every other seat is also marked to promote social distancing



BUFFET BY ATTENDANT

The brand new Dreams Vista provided a wonderful breakfast buffet.

However, all dishes were turned towards the attendants, who proceeded to serve a portion (or two) on your plate



SANITIZED & CERTIFIED

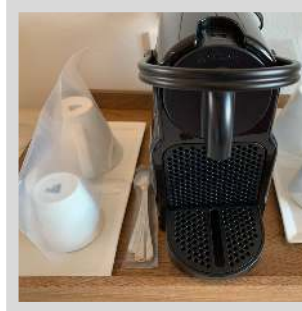
All items, especially those high touch items in your room are not only sanitized, but certified with a notification sticker



SEALED FOR YOUR PROTECTION

All items in your room are cleaned, sealed & sanitized for your protection.

Most items were sealed in plastic to ensure maximum protection



Thank you to all the hotels, venues & services that made us feel so welcomed & safe during our stay:

[THE DREAMS VISTA
CANCUN](#)

[MARRIOTT CANCUN](#)

[CANCUN SHUTTLE](#)

[PORFIRIOS
RESTAURANT](#)

[AM RESORTS](#)

[JW MARRIOTT CANCUN](#)

[KIN HA BEACH CLUB &
CASA DE LOS SUEÑOS](#)

[GRUPO ANDERSON'S](#)

PORFIRIO'S MEXICAN RESTAURANT

THE MOST IMPRESSIVE VENUE VISITED!



The restaurateurs, **Grupo Anderson's**, famous for the iconic brands such as Senor Frogs and Carlos & Charlies', are proving to be far ahead of the curve related to all things COVID. Our comparison includes experiences at all restaurants and hotels visited in the USA and Mexico since reopening.

On the first day in Cancun, we took our parents to Porfirio's, a favorite traditional Mexican restaurant of ours in Cancun. The location overlooks the lagoon and has the most iconic sunset view!

To say we were impressed with their COVID protocol would be an understatement. The extensive safety measures were unbelievable and left us speechless, just as their service, delicious food and the spectacular view.

Upon arrival, they have a sanitizing body mister, similar to a metal detector, which sprays you head to toe.

While being misted, each guests steps on the sanitizing rug. Once proceeding inside, your temperature checked and recorded.





As we were escorted to the table by staff wearing masks and face shields, we arrive at an unset table ...
no silverware, no salt and pepper, no glasses etc. Upon being seated, the table was immediately re-wiped and sanitized.

A server greets the table and provides us with wrapped utensil settings. They were presented with touchless service with the use of tongs to prevent cross contamination.

A team of servers quickly come by with white gloves to dress the rest of table. We were then provided with WiFi code, passwords and QR codes so we were able to view the menu on our personal device.

When requesting the wine list, it was still only available via iPad.... No Problem!

The server had a **hand held UV light sanitizing mister**, which he proceeded to use on the iPad before handing to me. As if I was not already impressed, my mouth just dropped open! We all then quickly searched AMAZON to see how we could order one of these handy little gadgets! (Yes, I'm sharing the link!)

But that's not all... they used the same UV sanitizer when we paid with a credit card at the table. The credit machine AND my card were disinfected at our table before and after payment... simply impressive. **Wow, Wow, Wow!**

As we left the restaurant and requested our car from valet, and then another surprise...

The attendant, wearing gloves, returned with our car safely cared for with **the steering wheel wrapped in cellophane!** Just another level of "no touch service". The cellophane was removed once our car keys were returned to my husband, also sanitized with the personal mister.

With our jaws still on the floor, we drove away and have not stopped sharing our experience.



Dear Porfirio's,

Bravo!!! We are still talking about the amazing service, COVID protocols & phenomenal food we experienced during our visit. Thank you for setting the standard and for making our first international trip after quarantine so memorable!

To Our Industry Colleagues,

Please reach out to this restaurant group or visit them if you are in one of their locations. They are setting the bar & doing it right!



Amazon Find
\$13.99
A MUST BUY!