



THE MAJESTIC MISSION

Our commitment to cleanliness.



Majestic Smiles Behind Our Masks

- You will be greeted by our Majestic staff at a distance of 6 feet (2 m)
- Staff throughout the resort will be using masks as an extra layer of protection
- Personal kit will be provided to each guest upon arrival including a mask and hand sanitizing gel



Considering Care for Children

- Children must be 6 years or older for the Kids' Club
- Regular washing of hands with children and temperate check for children and staff
- Cleaning and disinfection of the entire kids' club with hospital grade disinfectant
- Zerotech-hightech games for distancing play



Take Comfort in Your Room

- Disinfection of the guest room prior to entry with professional vaporized disinfectant products using trained exclusive teams for disinfection and cleaning
- Each guest room will be cleaned and disinfected with more than 48-hour interval between guests
- Amenities kit provided including hand sanitizing gel



Strengthened Measures in our Fitness Center

- Distancing of fitness equipment and limited capacity in the fitness center
- Equipment disinfected after each use
- Disposable cleaning towels and blotting paper
- Increased availability of outdoor exercise activities including aerobics, spinning, and more



Thoroughness Throughout Our Resorts

- Hand sanitizing gel will be readily available using automatic dispensers
- Circulation areas established to allow for a separation of more than 6 feet (2 m)
- Continuous cleaning and disinfection with hospital grade disinfectant of common areas



Purely Protected Spa Experience

- Cleaning and disinfection of the treatment room with hospital grade disinfectant after each session
- Use of single-use materials for each session
- Quick temperature check of the guest and spa personnel before each treatment



Dine at a Distance

- Show cooking behind plexiglass protection in the main buffets with plate service only
- Distance seating of 6 feet (2 m)
- Closed-door room service experience using the room service box or placed in front of door
- Sterilized dinnerware, furniture, and changing of all tablecloths after each use



Breathe in Clean Air: Filter Cleaning

- Air renewal and filtration system providing a clean air environment
- Filter cleaning completed regularly
- Cleaning of the air conditioning filter in each guest room before entry of another guest



Take a Sip in Security

- Single use preparation materials and glasses in all bars
- Distance seating and limited capacity in all bars
- Signage to indicate waiting areas
- Continuous cleaning and disinfection after each use of chairs and tables



Virtually Contact-Free Check Out

- Express check-out from your room
- Any expenses billed to your room sent digitally prior to departure
- New check-out time of 11:00 AM to allow for more time to properly disinfect guest rooms



Precaution at our Pool & Beach Areas

- Use of signage to indicate disinfected pool and beach furniture
- Pool chlorine will be maintained and controlled every two hours
- Pool towels washed and sanitized prior to being available upon request



Safety in Our Majestic Service

- Continuous training with our staff on procedures
- Daily temperature check for our staff and disinfection of uniforms and work equipment with hospital grade disinfectant
- Support health service available for staff and testing provided for staff with symptoms or suspected contact with COVID-19

Creditable criteria for the best possible, yet safe, vacation.

We've worked with Cristal International Standards® and HS Consulting Health & Safety (DR), some of the industry's highest-level certifications, to verify best-of-class protocols for quality health and safety.



Our health and safety protocols are preventative measures against COVID-19 to provide a safer environment for our Majestic community, however, Majestic Resorts cannot guarantee the inability to contract the coronavirus during your travels as we are in an active pandemic situation. Please travel safely and we remain committed to keeping you as safe as possible.