

Mayakoba Resort Statement

Following the U.S. State Department's travel advisory regarding travel to Mexico, Mayakoba stresses the safety and wellbeing of guests and associates on property is of utmost importance.

Mayakoba is a private, gated community with 24-hour security and surveillance and provides full-time security staff at all three gates to the development, as well as a security team monitoring all four of the hotels' beach access 24-hours per day. The security teams within Mayakoba and the four neighboring resorts are in close communication at all times.

We are aware that the United States Department of State recently issued the travel alert for the entire country and different criteria apply for each state. In the case of Quintana Roo, where the gated community of Mayakoba is located, no travel restriction has been issued and the US Government is not recommending citizens curtail or cancel travel to the state. It is also important to note that there have been no incidents within Mayakoba, towards its guests or associates, and the community remains safe for all guests and associates through strict 24-hour security and a multi-check protocol for all guests, staff and vendors entering.