

Cancun, Quintana Roo, August 19, 2021

**Dear Business Partner,**

BD Experience would like to inform you that fortunately, Hurricane "Grace" has passed and our collaborators and the cities of Cancun, Playa del Carmen and surroundings are in favorable conditions to gradually resume activities.

Meanwhile, electricity and water services are restricted in certain parts of the city, as well as an intermittent internet services.

Our BD Experience team have resumed operations from our headquarters and our priority is now to contact each of our guests in order to confirm that they are safe and well, and to verify any assistance that they may require here in our destination.

We are also communicating with each hotel to confirm the current status of the property and which protocols they are implementing with their guests in order to share the information with the guests.

The airport authorities inform us that they have resumed operations at 11:00 am. Our staff are already at the airport and ready to provide the best service to our guests.

We will continue supporting you from our headquarters also through our Service Center and our BD Experience app.

For additional information, you can refer to our website [www.bdexperience.com](http://www.bdexperience.com) or on our social media: LinkedIn, Instagram or Facebook.

Even in extreme situations, we remain committed to providing Memorable Experiences.

Sincerely,



**Laura Triay**  
Managing Director