



## MIE HEALTH AND SAFETY COMMITMENT

While the impact of COVID 19 has been significant, the safety of our team and customers is our top priority at Meeting Incentive Experts. In preparation, we are working through many initiatives including cleaning/disinfecting protocols and social distancing. Enclosed are the MIE Health and Safety procedures our team is implementing as per Mexican Government authorities and the CDC. It is mandatory that attendees wear face masks on all transportation and during activities (when possible) to assure wellbeing for all. If you will require face masks for your attendees, MIE can assist you to coordinate in advance of your arrival to the destination.

**Airport Arrival Procedures:** Upon your arrival in Mexico, you will be greeted with new Immigration social distancing procedures and document inspection. Currently, all travelers arriving to Mexico will now be required to complete a COVID-19 Questionnaire. This document is normally provided upon your arrival at the airport in Mexico. You may also complete via the following link <https://afac.hostingerapp.com/> We highly recommend printing a copy to bring with you. Travelers will pass through Immigration and Customs (forms should be provided inflight or upon arrival to Mexico) using new guidelines for self-distancing for the safety of fellow passengers, and will also be required to show the COVID-19 questionnaire (which you will keep with you) and have a temperature check prior to exiting the terminal. Should a participant show an elevated temperature suggesting a fever or symptoms of COVID-19, they will be directed to the Health Secretary station at the airport for further questioning. During Immigration and Custom inspections, you will notice new plastic shields and floor stickers for social distancing prior to exiting the terminal. When you have exited the terminal and are greeted by your MIE airport staff, they will direct you to your transportation. Each participant will receive a welcome safety kit containing bottled water, hand sanitizing towel, antibacterial gel and face mask. Luggage will be sanitized prior to being loaded on vehicles. MIE will be conducting temperature checks and hand sanitizing prior to boarding transportation. Should a participant show an elevated temperature suggesting a fever or symptoms of COVID-19 once with MIE, they may be asked additional questions prior to being transferred.

**MIE Team Protection:** MIE has health and safety procedures in place for our team and clear guidance for program operation in all of our destinations. MIE team members will be required to complete a daily temperature and wellness check. Masks and gloves at the airport are mandatory as part of our meet and greet uniform. For all other MIE services, team members are required to wear masks, utilize social distancing considerations and enhanced hand washing and disinfecting procedures to ensure that we can operate safely.

**Hospitality Desk:** MIE hospitality desk staff will wear face masks, utilize desk shields and hand sanitizer will be available at the desk. Individual excursion information will be available digitally (QR Codes) and all transactions will be cashless. We accept Visa, Mastercard or American Express ONLY and purchases are in USD with no transaction fees. All excursion purchases are non-refundable once completed unless medical proof can be provided.



(We highly recommend to include a personalized web registration page for your program which MIE can create and customize so participants can make excursion reservations in advance of their arrival, therefore reducing the person-to-person contact at the desk).

**Transportation:** All vehicles will be properly sanitized with antibacterial solutions as per CDC standards before and after every service. Chauffeurs will wear protective masks and gloves. For airport arrival transportation, all attendees will receive hand sanitizing towels, an individual bottle of antibacterial gel and bottled water, all of which will be properly disinfected prior to distributing. For all transportation, we are utilizing only 50-70% of our maximum capacity on vehicles to allow for social distancing. Due to government safety and health regulations, face masks may be required inside all public areas. It is mandatory that attendees wear face masks on all transportation.

**Activities:** In collaboration with our tour partners, MIE will require strict guidelines assuring they comply with hygiene, safety and social distancing best practices. Many of our activity providers will be doing random temperature checks prior to the start of your activity. Should a participant show an elevated temperature suggesting a fever or symptoms of COVID-19 while on an activity, MIE, along with the tour provider, will isolate the participant discretely, advise the Meeting Planner and coordinate separate transportation for the participant to return to the hotel. Hand sanitizing products will be available at tour facilities. All equipment required for your activity will be properly cleaned and sanitized. Reduced capacities will be followed and will be modified based on group size. Due to government safety and health regulations, face masks may be required inside all public areas. It is mandatory that attendees wear face masks on all transportation and during activities (whenever possible) to assure wellbeing for all.

**Offsite Dining and Venues:** With new requirements for safety and social distancing, our food and beverage partners have implemented new guidelines. Due to government safety and health regulations, face masks may be required inside all public areas. All staff and servers will be trained in the use of hygiene and safety protocols. Many facilities will be utilizing surface misting and UV lighting. Sterile disinfection for cutlery and glassware. All staff will be required to have daily temperature check, use masks and follow frequent handwashing guidelines. There will be no physical contact between staff and patrons. Greeters will assist with random temperature checks for patrons. The assembly of table service upon arrival of patrons and use of digital and disposable menus and napkins. Reduced capacities, more space between tables and suspension of table side dish presentations. For group dining with distance, buffets are now being served by chefs and set ups can include more non touch layouts such as gourmet food stations.

**Departure Procedures:** MIE team members will be required to complete a daily temperature and wellness check and wear masks and gloves. All vehicles will be properly sanitized with antibacterial solutions as per CDC standards before and after every service. For all transportation, we are utilizing only 50-70% of our maximum capacity on vehicles to adhere to social distancing. MIE will be conducting hand sanitizing prior to boarding transportation. It is mandatory that attendees wear face masks on all transportation.



Government authorities are currently recommending that passengers arrive to the airport a minimum of 3 hours prior to your flight departure time due to new check-in protocols. MIE will assist hotel bellmen with loading attendee luggage on vehicles. Upon arrival to the airport, MIE staff will accompany attendees inside the terminal and guide them through airline check in procedures. Currently, all travelers departing Mexico will now be required to complete a COVID-A9 Questionnaire. This document is normally provided upon your arrival to the airport, and you may also complete via the following link <https://afac.hostingerapp.com/> We highly recommend printing a copy to bring with you. This document will be reviewed along with temperature checks prior to going through airport security.

**Hospitals and Emergencies:** The following list by destination includes the recommended hospitals considering COVID-19 and other medical emergencies.

**Cancun Hospital information:**

HOSPITEN CANCUN

(located downtown Cancun) Provides complete follow-up for COVID-19 and hospitalization).

(998) 881 3700

HOSPITAL GALENIA

(located downtown Cancun) Primary Care or emergency

(998) 891 5200

**Playa del Carmen Hospital information:**

HOSPITEN RIVIERA MAYA (located at entrance to Playacar) Provides complete follow-up for COVID-19 and hospitalization and is a preferred hospital for Primary Care or Emergency.

(984) 159 2200

**Puerto Vallarta Hospital information:**

SAN JAVIER (located in Northern hotel zone) Provides complete follow-up for COVID-19 and hospitalization and is a preferred hospital for Primary Care or Emergency.

(322) 226 1010



**Los Cabos Hospital information:**

HOSPITEN SAN JOSE DEL CABO (Located in San Jose del Cabo) Provides complete follow-up for COVID-19 and hospitalization and is preferred hospital for Primary Care or Emergency.

(624) 105 8550

SAINT LUKE'S SAN JOSE DEL CABO (Located in San Jose del Cabo) Provides complete follow-up for COVID-19 and hospitalization.

(624) 142 5911

H+ (Located on the corridor) Provides complete follow-up for COVID-19 and hospitalization.

(624) 104 9300

BLUE NET (Located on the corridor) is a preferred hospital for Primary Care or Emergency.

(624) 104 3911

HOSPITEN CABO SAN LUCAS (Located in Cabo San Lucas) Provides complete follow-up for COVID-19 and hospitalization and is a preferred hospital for Primary Care or Emergency.

(624) 145 6000

We appreciate your cooperation in abiding by new protocols in our destinations in order to provide a safe and enjoyable program.

For questions and additional information, please contact:

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