At **Safi Royal Luxury Hotels** our priority is your safety and that of our collaborators.

In the face of the global event COVID-19, it is of the utmost importance to make you aware of the prevention measures in our Hotels, based on the guidelines set by the AHLA (American Hotel and Lodging Association) and the AMHNL (Mexican Hotel Association). of Nuevo Leon):

- Food prepared with the highest hygiene standards as marked by the Distinctive H (which for years we have maintained in our processes)

- Collaborators do not have physical contact.

- We use quality disinfectant products to maintain the constant cleaning and sanitization of elevators, stairs, executive centers, gym equipment, common areas, as well as high-contact surfaces such as telephones, desks, handles, handrails, fingerprint readers. , among others.

- Daily spray application of Lysol disinfectant in hallways, bedrooms, lounges, offices, and public restrooms.

- Temperature review of our collaborators and monitoring of possible respiratory complications.

- Placement of antibacterial gel dispensers in reception and bathrooms.

- Individual bottles of hand sanitizer are provided to bellhops, valet parking, chambermaids, waiters/vendors, hostesses, and concierges.

- Follow hygiene protocols related to the preparation of food and drinks, use of face masks by staff.

We strictly adhere to the indications provided by the Health Sector and that of the relevant authorities. Similarly, we have 24-hour medical care, as well as prestigious hospitals near each hotel.

In the event that during your stay you present symptoms of COVID-19, it is mandatory to inform the Hotel reception.

Changes and cancellations free of charge 24 hours before your arrival.

For any other reservation or unclarified doubt, please contact our Reservation Service 81 8100 7080.

We appreciate the trust placed in **Safi Royal Luxury Hotels**, we work every day to make your stay a safe place.

We are waiting for you soon at home. **Safi Royal Luxury Hotels**.

Always more than you expect!