



August 6, 2019

Dear Travel Partner,

As you may know during the last few months the Dominican Republic, and specifically Punta Cana, has been portrayed in the media negatively based on isolated issues not related to each other. As a result, thousands of cancelations have come our way for our three resorts in Punta Cana. Despite the cancelations, we were able to maintain 60% occupancy for our resorts during June, July and the first half of August. However, the situation is completely different for the second half of August as well as September and October.

Our guest's experience is incredibly important to us. We don't feel we are providing the best possible experience by having an empty resort. In turn, we have decided to close temporarily Majestic Elegance Punta Cana and we will upgrade all guests booked at the hotel to Majestic Mirage Punta Cana in the same room category or higher.

The closing date of the Majestic Elegance Punta Cana will be August 15, 2019. The reopening date of the hotel will be November 7, 2019.

By doing this we hope to reach 60% occupancy during this period at Majestic Colonial Punta Cana and Majestic Mirage Punta Cana to offer our guests a better quality experience. Additionally, we will take this time to upgrade some areas at Majestic Elegance Punta Cana but no major renovation will take place.

Sales will continue to remain open for Majestic Elegance Punta Cana. The closure is only internal and affects rooms, bars, and restaurants. We will keep the beach restaurant open and minimum staff at the front desk to provide information to any walk-in guest.

During the last few months, we have had a fair amount of conversation to determine the best way to move forward during this difficult and unprecedented time. Majestic Resorts is going to offer even more services and more quality than ever before to gain our guests back. We have taken this issue as an opportunity to rethink and improve for the future. Be assured that Majestic Resorts will continue to deliver the service and quality that we are well known for.

Please help us to share this letter among your co-workers, DMC's and top-selling agencies so that the communication is clear for all of us.

Should you have any questions please feel free to contact me at [respinosa@majestic-resorts.com](mailto:respinosa@majestic-resorts.com).

We will continue to work hard and provide our guests with a huge smile as we have always done. Additionally, we want to take this opportunity to thank you for your support, understanding, and cooperation.

Sincerely,

Ricardo Espinosa  
VP Sales and Marketing