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# PRE ARRIVAL

ENGLISH



MARRIOTT  
MEXICO CITY  
REFORMA

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# DEAR GUEST

Thank you for selecting **Marriott Reforma Mexico City Hotel** for your upcoming trip. As you prepare for your stay, we would like to share details of [Marriott International's Commitment to Clean](#) and the additional measures we are taking to provide you with a safe and comfortable environment.

We are committed to making the amenities at our property available to you while complying with local regulations, including guidance on reducing capacity in public spaces and reinforcing social distancing.

The modifications we have made include:

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# PROPERTY AMENITIES

**In-Room Dining.** Available from Monday to Sunday from 06:30 to 23:00 h.

**La Mansion Restaurant.** Available for lunch and dinner Monday to Saturday from 13:00 to 22:00 h, *a la carte* service. Sundays is currently closed. Kids area is currently not available.

**Condimento Restaurant.** Breakfast: Monday to Sunday from 6:30 to 12:00 h, *a la carte* service. Lunch: Monday, Tuesday, Wednesday, Thursday and Saturday from 12:00 to 17:00 h, *a la carte* service. Friday and Sunday assisted buffet from 12:00 to 17:00 h.

**The Great Room.** Available Monday to Sunday from 15:00 to 23:00 h.

**M Club.** Currently not available. We will offer your benefits in the schedules and places described below: Breakfast: from 06:30 to 10:00 h, *a la carte* service, this will be offer at Condimento Restaurant.  
Snaks: Monday to Sunday from 10:00 to 17:00 h, at the Chef's choice, this will be offer at Condimento Restaurant.  
Dinner: Monday to Sunday from 17:00 to 22:00 h, *a la carte* service, this will be offer at The Great Room.

**Pools.** Available from 06:00 to 22:00 h, with maximum capacity of 10 people.

**Jacuzzi.** Available from 06:00 to 22:00 h, with maximum capacity of 1 person.

**Steam Room and Spa.** Is currently not available.

**Gym.** Available 24/7 with half of equipment available and 60 minutes per guest.

**Laundry.** Available every day except Sundays and Holidays.

For our [Marriott Bonvoy](#) members: We are committed to deliver the Marriott Bonvoy benefits for your membership level. Thank you for understanding in cases where we may have to offer an alternative. For questions or to get the most up to date information on alternative offerings please contact us directly via mobile chat, e-mailing or calling the hotel directly.

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# COMMITMENT TO CLEAN

We take hygiene and cleanliness standards very seriously. You'll notice several enhancements to our cleaning practices throughout the entire hotel which include:

**Enhanced Public Space Cleaning.** We have increased the frequency of cleaning and disinfection, especially in high-traffic areas like restrooms, elevators, stairs, etc. Further we will provide hand sanitizing stations within the public spaces.

**Social Distancing Practices.** You will see signages and shields throughout the hotel promoting physical distancing and encouraging guests to follow social distancing recommendation.

**Personal Protective Equipment (PPE).** Associates will wear required PPE based on

the activities they are performing.  
Guests must wear personal face covering in all public areas.

**Guest Rooms.** Every guest room is thoroughly cleaned and disinfected between each guest. We will only provide housekeeping services from 7:00 to 16:00 h while you are away from the room. Please note that the Make A Green Choice Program is currently not available. Please do let us know if you wish to not have our team to enter your room at all during your stay using the not disturb card.

**Temperature Screening.** We will be temperature screening associates, guests, clients and vendors at entry point.

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# MARRIOTT BONVOY APP

Maintaining safe social distances is one of the most important measures we can all take to reduce unnecessary personal contact. Marriott Bonvoy members have the opportunity to use the [Marriott Bonvoy App](#) (also available on the App Store and Google Play) to take full advantage of contactless options, including:

**Mobile Check in.** Reduce the amount of time required to complete checkin formalities by using Mobile Check in and asking any question you have in advance. Please note push notifications must be enabled for receiving the "Room is ready" notification.

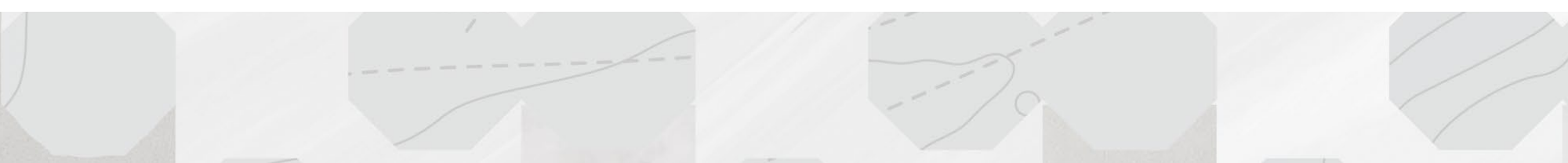
**Mobile Check out.** Check out and skip the desk where applicable by local legislation. You will receive a digital copy of your invoice by e-mail.



**Mobile Key.** Benefit from a contactless experience by requesting Mobile Key and your phone is your key.

**Mobile Chat.** Communicate with us from anywhere at any time. Mobile chat is available from up to 48 hours before the day of arrival until 24 hours after your departure.

**Mobile Guest Requests.** Connect with us via the App to request items you would like delivered in your guest room.



If you are not a Marriott Bonvoy member yet, please [enroll here.](#)

Moments like these remind us of the tremendous importance of travels. Traveling has the power to connect us, to enrich our lives and to inspire us. The measures our teams are taking are part of our unwavering commitment to delivering on the promise of a good travel. We ask for your help in complying with local regulations to make everyone feel comfortable during their stay.

Please contact us in case of questions or if you would like to share more preferences or insides about your stay prior your arrival.

We look forward welcoming you to Marriott Reforma Mexico City Hotel.