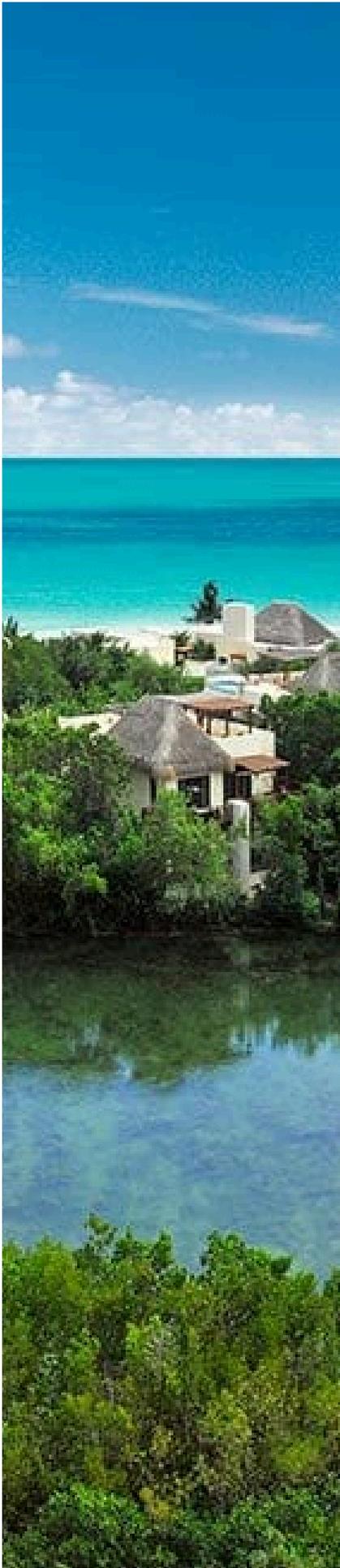




Accessibility Information

Prepared By :

**Fairmont Mayakoba's
Sustainability Team**



Creating an Inclusive Home Away from Home

Fairmont Mayakoba strives to create a welcoming environment for all individuals, irrespective of their physical characteristics or way of being. In line with our commitment to inclusivity, we are currently conducting a thorough audit of our facilities to identify areas where we can enhance accessibility. This proactive approach allows us to focus on areas of improvement and ensure that every guest feels at home during their stay. By addressing these opportunity areas, we aim to create a more inclusive and accommodating experience for everyone who visits Fairmont Mayakoba.

Focus areas for people with limited mobility

1

Rooms: We have 8 rooms adapted for wheelchair users.

2

Transportation: Our chauffeured golfcarts provide enough space and support for easy mobility around the hotel, please ask at the Front Desk.

3

Areas: Our restaurants, bathrooms, convention center, pools and other common areas are meant to cater to the needs of wheelchair users, allowing them to navigate and enjoy their surroundings comfortably.



Main Lobby, Hix Bar and convention center

Upon your arrival, we warmly welcome you to Fairmont Mayakoba's main lobby. Here, you will notice that the floor is conveniently level, ensuring easy accessibility for all guests. The lobby has been designed with the perfect height to accommodate everyone comfortably. From the main lobby, you have seamless access to various facilities, including the HIX bar, bathrooms, and the convention center, all conveniently located on the same floor.

Boutique and Tauro

For further convenience, an elevator is available to transport you to the boutique and the Tauro restaurant, ensuring that you can effortlessly explore and enjoy all that Fairmont Mayakoba has to offer, this includes the bathrooms. We have prioritized accessibility throughout our premises, making it our goal to provide a seamless and inclusive experience for every guest.



Tatich

You can easily access our transportation services, known as Tatich, by following a ramp. Once at Tatich, you will have the option to travel anywhere within the hotel premises.

It is important to note that there is currently no ramp available to enter the deck. However, we are actively working to address this limitation and provide a more inclusive solution. Our staff will be available to assist guests with any mobility challenges they may encounter at the area.



Spa and Rooms

Upon your request, we are pleased to assign you to one of our eight wheelchair-accessible rooms, specially designed to cater to the needs of wheelchair users. Each of these rooms is equipped with ramps or elevators, ensuring easy accessibility and a comfortable stay.

In addition to our accommodation facilities, our Spa is also fully accessible. You can enjoy all the areas of the Spa, thanks to ramps and elevators that provide seamless access throughout the facility.

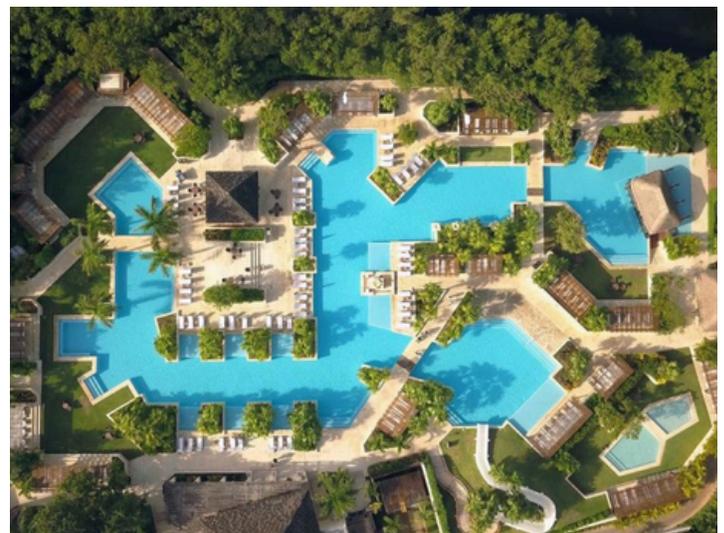
Bassano, Laguna, Kids Club, Pool, and Cafe Maya

From Tatich, our transportation service, you have the convenience of requesting a cart to transport you to the Laguna area. In Laguna, you will find a network of ramps and comfortable pathways that ensure easy access to Bassano, Laguna, and Cafe Maya.

Moreover, we have ensured that the bathrooms in this area are accessible, catering to the needs of all guests. Additionally, the tables in these establishments have been designed with the perfect height, ensuring comfort and convenience for everyone.

While there may not currently be a ramp available to access the kids' club, please be assured that we are dedicated to addressing this limitation and providing a more inclusive solution as soon as possible.

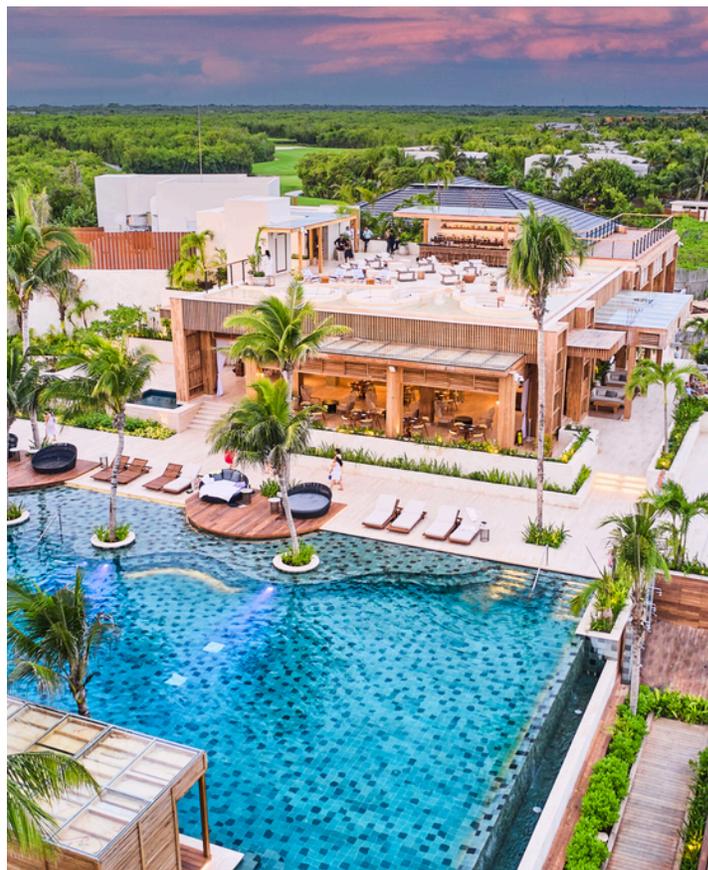
Regarding the pools, we have handrails to assist guests in entering and exiting the pool.



Maykana, Brisas, Aqua, Cielo, and Gaia

From Tatich you will be transported to Maykana, which can be accessed through a ramp, allowing for easy entry into the area. Once in Maykana, you can explore and enjoy Aqua, Brisas, and Gaia using small ramps that have been put in place to ensure accessibility. Additionally, Cielo can be accessed via an elevator, providing a convenient way to reach that area.

The tables in these establishments have been designed with a suitable height to accommodate guests comfortably, and the bathrooms in this area are accessible, ensuring convenience for all visitors. Furthermore, the pool in this section features a handrail to assist guests in their swimming experience.



Beach, Fuego and Ki Bar

With Tatich help, you can access the beach and our restaurants by utilizing the ramp located near rooms 800's. We provide a beach wheelchair that enables wheelchair users to enjoy the beautiful beachfront. For more details and assistance regarding the beach wheelchair, please feel free to contact us, and our staff will be happy to provide you with further information.

We are committed to ongoing improvements and inclusivity at Fairmont Mayakoba. As part of this commitment, we are actively exploring options to construct a ramp that connects Maykana to the beach area. This initiative will further enhance accessibility and ensure that all guests can seamlessly access the beachfront.

*** As of now, please note that there is no ramp available in Maykana to access the bathrooms directly.**



Contact us

At Fairmont Mayakoba, we are dedicated to creating an inclusive and welcoming environment for all our guests. We greatly appreciate your understanding and patience as we actively work towards further improving accessibility throughout our resort. Your feedback and support are invaluable to us as we continuously strive to enhance our facilities, services, and experiences to better accommodate the diverse needs of our valued visitors. We are committed to ensuring that everyone feels comfortable, valued, and able to fully enjoy their stay at Fairmont Mayakoba. Thank you for choosing us, and we look forward to providing you with an exceptional and inclusive experience.



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