



CID PRESENTS

Your safety and well-being remain our highest priority. With this in mind, we are constantly working to stay on the cutting-edge of industry best practices, as well as tracking all changes in CDC and World Health Organization protocols. As those best practices and protocols evolve, we will continue to adjust our own policies and offerings to create the safest possible environment. Please take a moment to review the policies and procedures below. It is also recommended that you consider purchasing travel insurance from a third party. If you'd like to purchase travel insurance for your trip, please click [HERE](#).



RESORT POLICIES

We are proud to be working with the Moon Palace Cancún and Sun Palace Cancún, partners who care as passionately about safety and security as we do. As the temporary home-away-from-homes for all of our guests, as well as the property on which the events take place, we ask that all staff and guests abide by the resorts' own safety and security measures, which can be reviewed [HERE*](#). All guests should read through these measures prior to booking.

**Please note: resort policies regarding flexible booking and refunds do not apply to your CID Presents package.*



VENUE POLICIES

While all resort policies will apply inside our venue, CID Presents may implement additional initiatives as necessary to create a space that is both comfortable and safe for all guests - including sanitizing restrooms, culinary stations, and all vantage points, including our accessibility platforms to the highest industry standards.

A few additional venue details:

- As always, we will have trained security personnel at all points of entry/exit, as well as appropriately stationed throughout the venue.
- A designated viewing platform will be available for guests with disabilities. If you need access to this area, please let us know in the guest dashboard in the months leading up to the event.



STAFF PREPAREDNESS

Outside of abiding by all resort and venue policies, CID Presents staff will be equipped with any necessary protective equipment recommended by then current industry best practices, screened for COVID-19 symptoms via regular checks as well as trained and up to date on all health and safety measures. CID Presents has a team of expert medical personnel who will work with all staff members to ensure a safe experience for all guests.



FAN PREPAREDNESS

CID Presents & Moon Palace Cancún will implement and follow a bevy of safety & security policies, but it will take all of us - guests included - to ensure our high standards are met. All guests will be notified of applicable safety and health procedures in advance of the event. Please note that you and your guests should refrain from attending the event if you believe you have come in contact with COVID-19 or are showing or experiencing any symptoms as described by the CDC. If this is the case, please reach out to our guest services team to discuss any possible options available.

A NOTE ON REFUND & CANCELLATION POLICIES

CID Presents will closely monitor relevant recommendations and guidelines imposed by local authorities and The World Health Organization to ensure a safe experience for all guests. If, for circumstances outside of our control, it is deemed unsafe to produce this event, a full refund will be issued on the credit card used to purchase. That being said, our refund policy remains as it has been in previous years and can be reviewed [here](#). As a reminder, all packages are non-refundable. If you or your guests cannot attend due to an emergency please reach out to our Guest Services team. We will be happy to walk you through any possible options available to you. It is recommended that you consider purchasing [travel insurance](#) from a third party.