



We regret to inform you that our resort and the surrounding areas have been significantly impacted by Hurricane Otis. Our heartfelt sympathies go out to all those affected by this unfortunate event.

The safety and well-being of our valued guests and employees remains our highest priority. We are diligently working to ensure their safety and are taking every possible measure to support and care for them during this challenging time.

At this moment the resort will be closed for operations until further notice. We currently do not have power and communications in the resort. If you are a guest with a booking in the upcoming days and weeks, please reach out to the following email reservations-cabomarques@banyantree.com or consider the following options:

1 – Change your booking date to a new date after June 30st, 2024.

2 – Change your booking to another Banyan Tree Group hotel or resort in Mexico:

- Banyan Tree Mayakoba, Riviera Maya | +52 984 877 3688
Reservations-Mayakoba@banyantree.com
- Banyan Tree Puebla, Puebla | Phone. +52 222 122 2300
Reservations-Puebla@banyantree.com
- Hacienda Xcanatun – Angsana Heritage Collection, Merida
+52 999 930 2140 Reservations-Xcanatun@angsana.com
- Banyan Tree Veya – Valle de Guadalupe, Valle de Guadalupe
juan.campuzano@banyantree.com

3 – Cancel the booking on the platform/channel where you booked your stay.

Thank you for your understanding and we will provide new updates on the status of the resort as they become available.