

Punta Cana, Dominican Republic | July 17, 2026

The Palace Company wishes to address a recent incident at Moon Palace The Grand Punta Cana involving the conduct of one of our team members toward a guest.

The safety, security, and well-being of our guests and employees remain our highest priorities across all The Palace Company properties. As soon as we became aware of the situation, we activated our internal emergency protocols, provided appropriate support to those involved, and promptly notified the appropriate authorities. We continue to cooperate fully with their ongoing process.

We recognize the concern this incident may have had on our guests and the community that places its trust in us. We remain committed to providing a safe, respectful, and welcoming environment across all our properties, while upholding the high standards that define both The Palace Company and the Punta Cana destination.

We appreciate the continued trust of our guests and partners and want to reassure them that our resort operations continue as normal.

The Palace Company

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