Experience a vacation designed with care

We understand that traveling in these times raises concerns. As a leader in responsible tourism, Iberostar has implemented 300+ safety and hygiene measures backed by a Medical Advisory Board and guidance from world-renowned accredited institutions such as the WHO.

In addition to the extensive preventative measures Iberostar provides, various complimentary services and support are available in case you need them while staying at one of our luxury resorts in any destination.

Travel at Ease

Complimentary Assurance Policy

We are there for you when you need us the most

In the unlikely event that your vacation is disrupted due to you or one of your family members showing symptoms of COVID-19 while on your vacation, Iberostar provides you with a range of complimentary services to enable you to Travel at Ease and focus on relaxing and having fun.

Financial Ease

- COVID-19 PCR tests offered at no charge for those exhibiting symptoms and examined by an accredited doctor.
- According to COVID protocol, the guest will have to be confined to their room until they receive a negative PCR test result.
- Extension of stay at no cost up to 14 days* then a special discounted rate** for additional days if required.
- In case of early departure, guests will receive a full refund for the days not used.
- We provide personal protective equipment (masks and gloves) free of charge in case you test positive for Covid-19.
- Single adults who present positive results for COVID-19 and are traveling with children, will be offered special discounted rates* for an accompanying adult to care for the children.

* Mexico, Dominican Republic and Jamaica. Other destinations: 10 days.
** Special rate in Dominican Republic, Mexico, Jamaica and Brazil of : $50USD per night (children $25USD). Other destinations offer a 50% discount on the iberostar.com rate.

Caring for you and your family

- Isolation rooms will be made available for you and your family members with all necessary amenities including:

- Constant medical monitoring.
- Contact-less room service is available 7 days a week, with personalized menu.
- Prescription medication refills should you run low ***
- Additional toiletry amenity pack.
- Complimentary in room entertainment, games and activities including Star Camp activity packs for children.

Visit iberostaragents.com for the latest promotions and updates.
Book through your favorite tour operator or visit Iberostarpro.com.

All of the above inclusions are applicable in the event of a positive COVID-19 test result. Applies to all customers, regardless of the booking channel, in case an insurance policy does not cover the services offered by Travel At Ease. Valid for stays up to September 30, 2021.
*** Where legally possible and available based on the destination and the medication.

IBEROSTAR
HOTELS & RESORTS