

Iberostar - How We Care update for US Guests



Now Included: Complimentary* COVID-19 antigen tests added to the Travel At Ease assurance package at Iberostar properties in Mexico, the Dominican Republic, Jamaica and Brazil for all US Guests.

How We Care - Additional safety measures to ensure our guests' peace of mind.

Leading in responsible tourism, Iberostar implemented the **How We Care** initiative in April 2020 including **300+ safety and hygiene measures** backed by a Medical Advisory Board and world-renowned accredited institutions. These actions have created the safest environment possible for guests to enjoy their vacation and take full advantage of the luxurious amenities with the utmost care, providing the personalized attention Iberostar prides itself in. **Over 98%** of guests that were surveyed in Iberostar Hotels stated they are **Very Satisfied** or **Satisfied** with the safety measures applied.

Overall Peace of Mind with Travel At Ease - now with complimentary* antigen testing

In addition to all the hygiene and safety measures implemented at all Iberostar properties, we have also expanded what is included with our **Travel At Ease** Complimentary Assurance Package. Effective January 26, 2021, in line with the new CDC guidelines, our guests will now be able to take the COVID-19 antigen test on site before returning to the U.S. This service is provided by an accredited medical testing lab that complies with the requirements of the CDC and is conveniently available **in dedicated facilities within our resorts**. Results are provided typically within 30 mins of the test.

What if a guest tests positive?

In the unlikely event that a guest's vacation is disrupted due to testing positive to COVID-19 during their stay, Iberostar still continues to provide a range of **complimentary** services through **Travel At Ease**. This package includes: **extension of stay at no cost up to 14 days****, full refund of dates not used (in case of early departure), isolation rooms with all necessary amenities, such as constant medical monitoring and contactless room service, among others.

Guests will be advised upon arrival regarding the details of the testing process and will be able to schedule the appointment in advance. Antigen test results will be sent within 30 minutes after the test is completed.

Effective November 8, 2021, upon arrival, Iberostar personnel will advise guests that for fully-vaccinated clients, tests will be scheduled no more than 72 hours before the flight's departure. For non-vaccinated clients, tests will be scheduled no more than 24 hours before the flight's departure, in the morning, and results will be sent in the afternoon.

For those guests interested in taking the PCR test, these will also be available in all our properties at cost.

For more information, **click here**.

All properties in Mexico, Dominican Republic, Jamaica and Brazil have on-site testing.

* For bookings made after July 1, 2021 a minimum stay of 5 nights is required; 2 tests max per room, valid until December 31, 2021 for travel until the CDC requires a negative test. For a limited time, for our Jamaica hotels, bookings with a minimum 3-night stay and without a maximum amount of tests per room will get the free antigen tests as well. This special Jamaica incentive is also valid until December 31, 2021 for travel until the CDC requires a negative test. Bookings made before July 1, 2021 don't require the minimum length of stay and there is no maximum amount of tests per room.

** Mexico, Dominican Republic and Jamaica. Other destinations: Up to 10 days.

Subject to change without notice.

