



Dear Valued Travel Partner,

Now more than ever, we remain true to our commitment of providing a seamless and safe travel experience for our mutual clients.

In response to the CDC's recent requirement for a negative COVID-19 test to all air passengers entering the United States **effective January 26** we have actively worked to offer convenient and affordable onsite testing options and medical assistance for our guests at the all-inclusive Hard Rock Hotels, UNICO 20°87° Hotel Riviera Maya and Nobu Hotel Los Cabos.

#### **Onsite Testing**

All existing and new U.S. reservations of 3 or more nights booked by February 28, 2021 checking out between January 26 and December 31, 2021 or until the government mandate is lifted will receive 2 complimentary antigen tests per room. Additional tests can be purchased for \$50 USD.

Antigen testing meets these CDC requirements, and must be taken within 3 calendar days before your departing flight to the U.S. For more information on this CDC requirement, please [click here](#).

#### **Onsite Medical Assistance**

We will also provide complimentary onsite medical assistance\* for all existing and new reservations traveling until December 31, 2021 or until the government mandate is lifted. In the event that a guest tests positive for COVID-19 while at the hotel, the onsite medical assistance will cover the cost of their extended hotel stay as they quarantine. Onsite medical assistance is provided by a third party company and does not cover cancellations.

ONSITE MEDICAL ASSISTANCE COVERAGE	
MEDICAL ASSISTANCE During the stay for sudden illness or accident.	USD \$10,000
MEDICATION	USD \$1,500
ONLINE DOCTOR	✓

DOCTOR IN HOTEL	✓
GROUND AMBULANCE	1 Transfer
MEDICAL REFERENCE	✓
TRANSFER OF A FAMILY MEMBER DUE TO CONVALESCENCE	✓
HOTEL PAYMENT DUE TO CONVALESCENCE	Up to USD \$150 per night, maximum 10 nights.
TRAVEL INTERRUPTION	USD \$1,000

We are working diligently to answer all questions in a FAQ, and will be sure to keep you abreast every step of the way. **In the meantime, you may visit the hotel websites for more information and updates.**

Thank you for your continued support and confidence in us as a partner.

\*Age of acceptance: All ages. The coverage begins at Check in and ends at Check Out, provides medical assistance for COVID-19 related illness, sudden illness or accident that occurs inside or outside the hotel. The sum insured is per person. My Travel Assistance Basic covers USD \$10,000 for the repatriation of remains.