

Dear Partner,

At **ATELIER de Hoteles** we know how important it is for you to offer our mutual clients a safe and reliable experience during their trips. Due to official regulations enforced by some countries to reduce the risk of COVID-19 spread, we have implemented the **PCR and NAAT Tests Service** in our **Shielded Vacations®** protocol to ensure, as possible, a smooth journey back home.

Travelers staying at **ATELIER Playa Mujeres** and **ESTUDIO Playa Mujeres** may request the **PCR and NAAT Tests Service** under the following criteria:

- Two **NAAT tests** will be included at no cost, per room and per stay, to guests whose destination country is the United States or other that accepts a negative NAAT test result at the end of their stay at our resorts. **PCR tests have an additional cost for all guests** at a preferential price.
- In case a guest is tested positive, for either the NAAT or the PCR tests, **ATELIER de Hoteles** will provide an **isolation stay of up to 14 days** according to the current Action Plan of the resort. The complimentary stay applies at guest's initial booked resort: **ATELIER Playa Mujeres, ESTUDIO Playa Mujeres** or **ÓLEO Cancún Playa**.
- The lab test service is provided by an external laboratory on Tuesdays, Thursdays, and Saturdays, from 10 am to 12 pm (noon).
- Samples are collected in an especially designated area within the hotel's premises to prevent guests from leaving the facilities.
- In compliance with international regulations and according to the country of origin, guests must request their laboratories at least 3 days in advance before their flight departure date.
- Days and hours, as well as all appointment requests, can be scheduled from the moment of guests' arrival through the Concierge desk.
- The cost of this service is per person and detailed information can be consulted through the Concierge desk. The laboratory accepts major credit cards and cash.
- The results will be delivered via email 24 hours after the sample collection.

** In case any guest requires the service out of the pre-established schedules, availability will be verified with the laboratory through the Concierge desk*

Guests staying at **ÓLEO Cancún Playa** can request this service with a prior appointment or visit scheduled through the Concierge desk.

These actions are being carried out as stated in the **ATELIER de Hoteles' Shielded**

Vacations® Action Plan in order to provide guests peace of mind and a worry-free trip back to their countries.

[Learn more about Shielded Vacations ▶](#)

For more information, please contact the Concierge desk at:

ATELIER Playa Mujeres and ESTUDIO Playa Mujeres

+52 (998) 500 4800

ÓLEO Cancún Playa

+ 52 (998) 313 0126

Or send a message to assistance@adh.com