

The Excellence Collection

COVID-19 Tests: FAQ

How much does the COVID-19 test cost?

The Excellence Collection will be providing COVID-19 tests to guests with a return flight to a country that requires proof of a negative result.

The tests offered are Antigen for the USA; and an antigen or PCR test for partially or non-vaccinated Canadian citizens. These are the COVID-19 viral tests accepted by these and other countries for reentry.

Please note that all the new check-outs may incur an additional COVID-19 antigen and PCR test fee. This cost will have to be paid directly at the hotel or resort, according to the following chart:

Antigen

	USA	Canada and other countries
Cancun / Riviera Maya	No additional cost	\$35 USD
Punta Cana	No additional cost	\$35 USD
Montego Bay	No additional cost	\$40 USD

PCR

	Canada and other countries
Cancun / Riviera Maya	\$90 USD
Punta Cana	\$80 USD
Montego Bay	\$75 USD

We will continue to monitor international air travel requirements in the coming months, so **the free antigen testing option** could possibly be changed, modified, extended, or suspended before or after **June 30, 2022**, especially if the country no longer holds this as a requirement. The free COVID-19 antigen tests will be available as long as it is a mandatory requirement for every citizen to return to their home country.

For the **UK**, as of March 18, 2022, citizens will no longer be required to present a negative result for COVID-19 before traveling. This applies regardless of vaccination status.

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For **Canada**, as of April 1, 2022, a negative COVID-19 antigen or PCR test result will be only required for partially or non-vaccinated travelers. These test costs will have to be paid directly at the hotel or resort. Our decision to apply a cost for these tests is due to the high percentage of vaccinations registered in the country and due to the cost-effect that these tests represent.

For guests who wish to have the test but whose countries do not require it, the applicable fee will be the same as shown in the chart aforementioned. This option will remain available indefinitely.

What do I do if I get a positive result on my COVID-19 test?

If a guest tests positive for the COVID-19 test, the on-site Doctor will contact him/her and determine the symptoms. If the guest does not present any symptoms, he/she will go to the isolation suites that have been established and the COVID-19 protocol will be activated at the hotel.

If the guest presents symptoms and if the Doctor determines it, the guest will go to the hospital for an evaluation where they will determine if the guest should stay hospitalized or if he/she can return to the isolation suite at the hotel.

Understanding the global situation we are currently going through, The Excellence Collection is pleased to announce that in addition to the COVID-19 tests, we will be offering a complimentary stay at no additional cost to those guests who test positive for COVID-19.

In our **Mexico and the Dominican Republic destinations**, the complimentary stay will be for a maximum of 11 days if showing symptoms, and 6 days if asymptomatic for the USA and the UK citizens.

In the case of **Jamaica**, according to the local authorities, the mandatory quarantine is 10 days. However:

- For the **asymptomatic guests**, early release can be approved after completing 5 days of the isolation period.
- For **guests presenting mild symptoms**, early release can be approved on the 6th day, after medical evaluation. Please keep in mind that the medical evaluation carries a cost that must be paid by the guest.
- **Guests who present moderate symptoms** must comply with the 10 days of quarantine.

For Canadian citizens, regardless of the destination, the complimentary stay will be up to 14 days.

Is there a minimum of days to stay, so that I can access the free COVID-19 test?

Yes. These tests will be available to guests with a minimum stay of 3 nights.

If a guest from the USA checks out from our resorts to stay at another hotel prior to returning to their home country, the free COVID-19 antigen test will not be applicable. However, the guest will have the option to pay for the test.

If a guest stays at another resort being part of The Excellence Collection, the free COVID-19 antigen test will be applicable.

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Are the tests only for guests traveling to countries that require a negative test, or can all guests use this service?

The Excellence Collection will offer free COVID-19 antigen tests through **June 30, 2022**, as long as it is a mandatory requirement for every citizen to return to their home country, regardless of their vaccination status.

COVID-19 antigen and PCR test will incur an additional fee if it is not a mandatory requirement for every citizen to return to their home country. The prices for these tests are reflected in the chart aforementioned.

How can I make an appointment for a COVID-19 test?

Guests must contact the concierge upon arrival to coordinate the appointment and take into consideration their home country's specific requirements.

Please note that all air passengers boarding a flight to the **USA**, are required to present:

- A negative COVID-19 antigen test result, taken no more than 1 day before travel, regardless of vaccination status.

For **Canada, partially or non-vaccinated** guests are required to present:

- A negative COVID-19 antigen test result, taken no more than 1 day before travel; or a negative PCR test result, taken no more than 72 hours before travel.

For the **UK**, citizens will no longer be required to present a negative result for COVID-19, regardless of vaccination status.

Please remember that it is the sole responsibility of guests to verify and comply with all requirements and to make timely arrangements.

What times is the test available? When will I get the results?

Testing will be provided at the resort's on-site medical center every morning from 9:00 a.m. to 12:00 p.m. from Monday to Sunday.

Antigen test results will be delivered the same day, while PCR test results can take up to 48 hours.

Where do I go to get the COVID-19 test?

Once you have made an appointment with the concierge, you simply need to wait for your confirmed appointment time and visit the medical center, located right at the resort.

What kind of COVID-19 test is it?

The test is a COVID-19 Antigen for the USA; and an antigen or PCR test for partially or non-vaccinated Canadian citizens, which are the COVID-19 viral tests accepted by these and other countries for reentry.

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What do I need to be able to return to the USA after testing positive?

According to the [CDC](https://www.cdc.gov), if the guest has recovered from a documented COVID-19 infection within the last 90 days (regardless of vaccination status), he/she does NOT need to get a test after travel. The guest may travel back to the USA with a letter from a licensed healthcare provider or public health official stating that the person has been cleared for travel (Documentation of Recovery).

How could I know if my country requires a negative covid 19 test to re-enter?

Each government has updated information on COVID-19 and travel restrictions on their official portals. Please check the official channels of your country of origin.

How long will The Excellence Collection provide free COVID-19 tests?

The Excellence Collection will provide free onsite COVID-19 antigen tests for all US visitors through **June 30, 2022**. However, if proof of a negative result is no longer required, this offer will be suspended.

What is the minimum age to take the test?

For the USA, according to official information, the test must be taken by children from 2 years old and adults; for Canada, the test must be taken by partially or non-vaccinated children from 5 years old and adults.

Will the complimentary stay be free only for the COVID-19 positive guest? What about their travel companion?

Following our security protocols and thinking about the well-being of our guests and staff, the positive COVID-19 guest and their companion should be relocated in two separate suites*, if the companion wants to stay. An exception will be made in the following cases, where they will be allowed to stay in the same suite:

- Minor children
- Guests with a disability that requires assistance and special care
- Older adults who require assistance and special care

Both for the positive COVID-19 guest and for their companion, the stay will have no additional cost. The companion must follow the safety protocols established by The Excellence Collection at the hotel. The complimentary stay will start as soon as a positive result is confirmed; there will be no refunds for unused room nights.

If during the isolation period, the companion who has stayed in the same suite with the COVID-19 positive guest turns out to be positive as well, then their extended stay will be covered at no additional cost to the guest, as stipulated in the present document.

*Based on availability.

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What if I go with my family and one of us tests positive for COVID-19?

Stays for families that have an occupancy of 2 adults and a maximum of 3 children, can be accommodated in up to two suites* at no additional cost.

It will be necessary for the companions to follow the security protocols established by The Excellence Collection at the hotel.

*Based on availability.

If we have traveled in a group and one of us tests positive for COVID-19, can the rest of us extend our stay?

The complimentary stay free of charge applies for the guest that tested positive for COVID-19 and one (1) companion with whom the guest has previously shared the suite during their stay, if he/she wants to relocate in a separate suite*.

It will be necessary for the companion to follow the security protocols established by The Excellence Collection at the hotel. In case other members of the group would like to extend their stay, they can do so with our regular rates.

*Based on availability.

What happens if there is a delay in the test results?

We do not expect there to be any delays in the results, however, if there was something to be amended, the hotel anticipates a list of all the clients assigned for testing to validate the information with the laboratory such as full name and passport number. If there was a need to correct this information, the client must notify the hotel for immediate assistance.

What happens if the test is inconclusive and a second test is needed?

An inconclusive test will result when the sample is insufficient and unable to register the information required by the laboratory to fully determine whether the test is positive or negative. In this case, guests may have to retake their test for a precise result and we will cover the cost.

If a guest has tested positive; they must quarantine following The Excellence Collection protocols. According to their health condition, only the on-site doctor can determine how many days after can he/she take the second test.

What if I am already fully vaccinated?

- For the US citizens and according to the CDC, guests that are fully vaccinated with an [authorized vaccine](#) are required to show their proof of vaccination and a negative COVID-19 result no more than 1 day before travel.
- Fully vaccinated Canadian citizens are not required to present a negative COVID-19 test result before travel.
- UK citizens are not required to present a negative COVID-19 antigen test result before travel, regardless of vaccination status.

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What happens after I have completed my isolation period?

Once the isolation period is completed, the licensed laboratory will extend a recovery letter, for Mexico and the Dominican Republic destinations. In Jamaica, the Ministry of Health is responsible for providing an official document, called “Fit to Fly”, to the recovered guest.

In all cases, a new test is not mandatory. The recovery letter from the certified authorities and the positive COVID-19 test are enough to end the isolation period.