

# Travel at Ease

## Complimentary Assurance Package

### We are there for you when you need us the most

If you or a member of your family tests positive for 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.

### 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, by telephone and in person.\*
  - Contactless room service is available 7 days a week, with special menu.
  - Prescription medication refills should you run low \*\*.
  - Delivery of extra all inclusive amenities (upon request).
  - Complimentary in-room entertainment, games and activities including Star Camp activity packs for children.

\*Visit to the room with additional charge (\$). \*\* Where legally possible and available based on the destination and the medication.

### Financial Ease

- A COVID-19 test is 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 test result.
- Extension of stay free of charge until the test ceases to be positive or a maximum of 14 days. After that period, a solidarity rate will be applied.\*\*
- 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.

\*\* Special rate: 50% discount on the iberostar.com rate.

[Click here to learn more about How We Care](#)

Valid for reservations through June 30, 2022

Applies to all customers, regardless of the booking channel, in case an insurance policy does not cover the services offered by Travel At Ease. This service is subject to sanitary regulations set by the local government in each destination (local governments may impose additional regulations). Does not apply to Iberostar Heritage Grand Amazon. All of the above inclusions are applicable in the event of a positive COVID-19 test result. We reserve the right to withdraw the offer at any time without prior notice.



### Vacation designed with care

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.



# 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 usually provided the same day after testing.

### 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.

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 June 30, 2022 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.

For full terms and conditions for Travel at Ease, visit [www.iberostaragents.com/travelatease](http://www.iberostaragents.com/travelatease)  
Subject to change without notice.

