

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 26th, 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. **at no additional cost for all adults and children.** 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. Tests will be offered for stays until at least March 31, 2021.

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.

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 will have on-site testing. Currently tests will be offered for stays until March 31, 2021.
** Mexico, Dominican Republic and Jamaica. Other destinations: Up to 10 days.