

Quarantines for Guest's Testing Positive:

For guests who test positive during their stay, Oasis Hotels & Resorts will offer up to 5 nights' stay in the quarantine section of the hotel at no charge. If guests need to stay additional nights, the hotel will charge a preferential rate of \$160 per double room per night. Existing COVID health and safety protocols will remain in place. Clients who test positive and do not want to stay at the hotel are free to check out at any time. The above policies and protocols are effective as of January 17, 2022.

2. COVID Testing (PCR AND ANTIGENS):

As of January 17, 2022, no free tests are offered to our guests. The laboratory that provides the tests in the hotel will charge the guests directly to perform the testing. The current cost is \$18 for the antigen test and \$75 for the PCR test.

Please note that previously communicated COVID Protocols will remain in place until further notice.

As always, thank you for sharing the above important information with your team, the retail travel community, and customers to ensure proper coordination.

We wish you all a happy, healthy, and prosperous New Year!

Enrique

**Enrique Klein**  
**Sr. Vice President**  
[Oasis Hotels & Resorts: COVID-19 Resource Center](#)

The CDC recent update of travel / testing requirements have prompted us to make some considerable adjustments to our current Covid-19 Protocol.

After further analysis and in an effort to provide a safe and more enjoyable vacation experience, Oasis Hotels is pleased to share with you and your customers our ***“Be Free, Stay Safe, & Feel Good”*** enhanced protocol.

The Oasis ***“Be Free, Stay Safe, & Feel Good”*** comprehensive program incorporates the following elements:

1. **Testing:**

Antigens test will be provided on site, at no cost to our guests scheduled to travel to the United States that have stays at Oasis Hotels & Resorts for more than three nights. Test will be administered by MEDEX LAB, a well-recognized lab facility in the state of Quintana Roo.

Testing centers will be conducted at:

1. The Pyramid at Grand Oasis / Grand Oasis Cancun: Main lobby / atrium of the Pyramid building.
2. Grand Oasis Palm / Oasis Palm: VIP Lounge located in the mezzanine area, adjacent to the main lobby of Grand Oasis Palm.
3. Oh! & Smart Hotels: Same location as noted for Grand Oasis Palm.
4. Guests will set up testing appointment on-site with hotel concierge.
5. Results will be provided to guests within 45 minutes and will receive test results certificate, to be presented to airline at check-in for their return flight.
6. It is the guests responsibility to conduct testing within the CDC established timing guidelines prior to departure.
7. For guests staying less than 3 nights, antigen testing will be available at a cost of \$18.00 USD per test (inclusive of applicable taxes).
8. Guests that elect to take the PCR test, they can do so on site at a cost of \$75.00 USD. Test results will be available within 24/48 hours (depending on the time test is taken).
9. Lab will provide test result certificate that can be presented to airline at check-in for their return flight.

2. **Guests Testing Positive:**

10. If a customer does test positive, Oasis Hotels will provide up to 14 nights stay (at no charge) for referenced guests plus 1 companion (room accommodations and meals).
11. In the event that all members of original reservation test positive, this courtesy will be extend to all members under the same reservation.
12. Please note that COVID safety guidelines / protocol as established by the health organization will apply during the 14 day quarantine period. This guidelines will be in place in an effort to protect the health and wellbeing of all other hotel guests.
13. Guests will be required to sign a “Safety Guidelines Protocol Agreement” in order to have access to the extended complementary stay.

14. Special rates of \$60.00 per person, per night, will be extended to any other member of the travelling party, if they choose to stay along the person that tested positive. Please note that COVID safety guidelines /protocol apply.
  15. Above testing terms are applicable effective January 23<sup>rd</sup>, 2021 and available until further notice.
  16. Please note that above procedures are valid only for reservations with a minimum of 3 night, paid stays.
  17. For guests staying less than 3 nights, antigen testing will be available at a cost of \$18.00 USD per test (inclusive of applicable taxes).
  18. Guests that elect to take the PCR test, they can do so on site at a cost of \$75.00 USD. Test results will be available within 24/48 hours (depending on the time test is taken).
3. **Flex Cancellation Procedures:**
19. In an effort to provide maximum flexibility and at the same time build travel confidence, Oasis Hotels will accept cancelations for individual reservations up 24 hours of arrival without penalties.
4. **Groups Flex Procedures:**
20. Groups will be able to cancel and reschedule new travel dates without penalties.
  21. This applies for groups fully paid and / or under deposit, that are schedule to travel within the next 60 days.
  22. Groups that chose to cancel, will receive a future travel credit. Credit can be utilized to be used on individual or group basis (rate difference, if any) will apply, based on newly selected travel dates.

Brad, please note that the Oasis group is pleased to extend this initiative, which designed to enhance the well being of our mutual customers as well as strengthen our business positioning in the leisure travel space.

Please note, we will continue to monitor status and provide updates, as they are available.

Please let me know if you have any further comment or questions.

Warm regards,

Enrique

**Enrique Klein**  
**Sr. Vice President**  
**Travel Experience Marketing, Inc.**  
Exclusive Representative for Oasis Hotels & Resorts | USA & Canada  
(770) 274-1829 | [OasisHotels.com](http://OasisHotels.com) | [GroupsAtOasis.com](http://GroupsAtOasis.com)  
[eklein@thetemco.com](mailto:eklein@thetemco.com)  
[OasisHotels.com](http://OasisHotels.com) | [GroupsAtOasis.com](http://GroupsAtOasis.com)

