



***Ocean by H10 Hotels Update: FLEXIBLE AND SPECIAL CONDITIONS COVID 19 Continued.***

Dear Travel Partner,

Ocean by H10 Hotels will waive ALL cancelation penalties for travel until March 31<sup>st</sup>.

For travel from April 1<sup>st</sup> until June 30th, 2022, Ocean by H10 Hotels will waive cancellation policies, under the conditions listed below:

- If the arriving guest has tested Positive for Covid19 and can provide proof of test results or medical certificate.
- In case of death or accident and can document support evidence.
- If guests become ill prior to travel and can provide medical proof.
- Airline last minute itinerary reschedule (Within 5 days prior to travel).
- Sudden airport or border closure due to weather or force majeure.
- If immigration officers in countries of Mexico, Dominical Republic or Jamaica deny guests access to destination.

For guest canceling 24 hours PRIOR to arrival there will be no penalties under the above-mentioned circumstances; valid for travel thru April 30<sup>th</sup>, 2022.

**FAQ about COVID-19 Testing at Ocean by H10 Hotels.**

What kind of testing is available at Ocean by H10 Hotels?

- The rapid test (Antigen) and or the PCR (Molecular test).

Will there be a cost for the guest?

- Yes, guests will cover the cost of testing (refer to rates below)

How will customers book the appointment?

- Guest can make appointment upon arrival for select date and time with Guest concierge services prior to departure for COVID19 testing.

**Positive Test Results Quarantine Offer** (Valid for all Intl. market of origin).

What are the steps to follow once a guest tests positive?

- Once the local Health authorities have advised positive COVID19 status and issued Quarantine order; guests will be able to remain in the property.
- Guest will be afforded distressed rates for accommodations against their health or travel insurance. If guests' health or travel insurance does not cover their stay; following the strict protocols of local health authorities, Ocean by H10 Hotels will provide up to 5 days free accommodation. Valid until March 31<sup>st</sup>.
- From April 1<sup>st</sup>, there will be, by no means, any quarantine free period provided by the hotel.
- The Hotels will provide distressed rates for the rest of family members.

DESTINATION/HOTEL	ANTIGEN TEST	PCR	DISTRESSED RATES
<b>MEXICO</b>			
Ocean Riviera Paradise	35 USD	90 USD	85 USD
Ocean Coral & Turquesa			
Ocean Maya Royale			
<b>DOMINICAN REPUBLIC</b>			
Ocean Blue & Sand	35 USD	80 USD	75 USD
Ocean El Faro			
<b>JAMAICA</b>			
Ocean Coral Spring	45 USD	75 USD	110 USD
Ocean Eden Bay			

**GROUPS**

**Flexible cancellation policy for group travel from February 15th to March 31st 2022.**

**For travel April 01st October 31th 2022, the following conditions apply:**

- o No penalty up to 45 days prior to arrival
- o 44 days to 20 days prior to arrival 30% maximum of the group can cancel with no penalty.
- o 19 days to 08 days prior to arrival 20% of the group can cancel with no penalty.
- o 7 days to 0 days 100% full penalty applies.

**Ocean by H10 Hotels** is optimistic that we are approaching the last months of the COVID19 pandemic; we are looking forward to seeing our industry fully recover with confidence to travel to all our Mexico and Caribbean destinations.

Sincerely,

Juan Carlos Fernandez

Vice President of Sales and Marketing



\*Conditions apply and offer subject to change; offer is valid in all Ocean by H10 Hotels resorts in Mexico, Dominican Republic and Jamaica.