

January 29th, 2021

UPDATES: (ATTACHMENTS)

- COVID19 RAPID TEST-FREE
- PCR COVID19 TEST COST
- FREE COVID19 HEALTH INSURANCE
- FAQ's

Dear Valued Travel Partner,

HAPPY NEW YEAR and thank you for your ongoing support!

PALLADIUM HOTEL GROUP® continues to take proactive steps to ensure the satisfaction of our guests. We are pleased to be able to provide support in accordance with changing travel restrictions. Please take some time to read these important updates. Also, we will appreciate you share this message with your Team.

On January 12, 2021, the Centers for Disease Control and Prevention (CDC) expanded the requirement for a negative COVID-19 test to all air passengers entering the United States. This requirement will go into effect on January 26, 2021. As you may be aware, a similar requirement is already in place for travelers returning to the U.K., Canada, Brazil, Argentina, Chile, and Colombia.

PALLADIUM HOTEL GROUP® SUPPORTS THE TRAVEL INDUSTRY

Palladium Hotel Group® is proud to extend our [Stay Safe Plus FREE Health Insurance™](#) and our [White Book Health & Safety Protocols™](#).

In response to the need of the market, to continue supporting the traveler during these trying times, we are pleased to announce the inclusion of COVID-19 antigen rapid testing on-property FREE OF COST to guests traveling to the U.S. or to any other country with similar requirements. Travel window for free testing will be valid as long as CDC requires a negative test to enter the U.S.A.

On-site property testing will be administered by certified labs and hospitals in partnership with our in-house Doctors committed to provide a first-rate health care service for travelers staying at any of our destinations in Mexico, Jamaica, Dominican Republic.

Test results will be received the same day in written format as required by the CDC. Guests should contact the Front Desk at each resort upon arrival to schedule testing, which is required to be done 3 days prior to the date of departure.

Please know that we will have both tests available on property, whether is the antigen test, or the PCR test for guests traveling to countries that do not accept the antigen test and require PCR testing. Our Front Desk Team will help you coordinate facilitate testing provided by third-party providers, whether it is in or off-property.

Costs are as detailed below:

DESTINATION	ANTIGEN COVID19 RAPID		PCR COVID19-Test	
	Average Cost per Person		Average Cost per Person	
	From	To	From	To
MEXICO:	Cost may be subject to taxes			
Costa Mujeres	FREE OF CHARGE		\$	150.00
Riviera Maya	FREE OF CHARGE		\$	150.00
Puerto Vallarta	FREE OF CHARGE		\$	151.00
DOMINICAN REPUBLIC:				
Punta Cana	FREE OF CHARGE		\$	140.00
Cap Cana	FREE OF CHARGE		\$	140.00
JAMAICA:				
Montego Bay	FREE OF CHARGE		\$	232.00
			\$	350.00

Cost is per person (regardless the age) and it may be subject to taxes.



If a guest receives a positive test while on property that prevents departure, our **Stay Safe Plus FREE Health Insurance™** will enter into effect. The cost of quarantine at the property will be covered for up to 10 days. Extended stay due to quarantine includes the guest, who will be isolated; plus, up to 3 (three) travel companions sharing the same room. This insurance is valid for 12 months, starting from the date the hotels were re-opened.

Please visit our website to learn more about our [White Book Health & Safety Protocols™](#) and our [Stay Safe Plus FREE Health Insurance™](#) which will cover expenses related to COVID19 to all guests regardless the channel they used to book our properties. This insurance is offered by Palladium Hotel Group® completely free of charge for 1 Year from the moment we re-open each property, while we navigate with this pandemic. This is an industry-leading initiative we are offering to help our Guests to travel with confidence. It is in effect from the moment of Check-in until the Check-Out and may cover up to \$100,000 Euros* or its equivalent in US dollars in expenses associated with COVID19 infection, such as medical fees, medicine from the medical care provided, as well as hospitalization expense and ambulance expenses requested by a doctor; medical transfers of patients; emergency transfer to hospital; extension of stay; repatriation; driver services for medical reasons; return of companions and more.

*Amounts are specified in Euros, which will be converted to local currency's exchange rate of the date of the transaction.

CDC TESTING REQUIREMENTS

Based on the CDC statement, all air passengers entering the U.S. will be required to present documentation of a negative COVID-19 viral test (called a Qualifying Test) conducted within the 3 days before their flight to the U.S. departs.

- Documentation should be for a viral test (NAAT or antigen) as approved or authorized by the relevant national authority.
- Test results must state: *Negative, SARS-CoV2 RNA Not Detected, SARS-CoV-2 Antigen Not Detected, or COVID-19 Not Detected. Invalid* will not be accepted.
- Documentation may be paper or electronic copy and must include the name and contact information for the laboratory or healthcare personnel who performed the test.
- Test results may be required to be shown again upon landing.

Alternatively, passengers may provide documentation of having recovered from COVID-19 with documentation of test results conducted during the 3 months preceding the flight's departure from a foreign country.

- Test results must state: *Positive, SARS-CoV2 RNA Detected, SARS-CoV-2 Antigen Detected, or COVID-19 Detected. Invalid* will not be accepted.
- Additionally, a letter from a licensed health professional stating that the passenger has been cleared for travel (called Documentation of Recovery) is required.

Finally, all airline passengers will be required to present a simple CDC attestation form to the airline for collection prior to boarding. The CDC attestation form can be found [here](#) for reference.

Please refer to the FAQs on the CDC website for further information, which can be found [here](#).

DISCLAIMER:

At Palladium Hotel Group® we are making every single effort to redefine the travel experience. This industry-leading initiative has only one goal in mind: to make sure our guests enjoy every second of their vacation. We are taking this initiative for non-profitable purposes, but to make it easier for Guests to take the COVID19 viral tests in the comfort of our hotels' facilities, although Guests will always have the option on visiting any local clinic to take the test on his/her own.

This is a third-party service provided by certified local labs/hospitals in partnership with the in-house Doctors and must be considered as an agreement between the patient (Guest) and the provider.

It is important to emphasize that most aspects of this service are beyond Palladium's control, as we depend on qualified third-party providers, who are also depending on several variants while they comply with many requirements, such as local government regulations, certifications, customs, global supply-demand, etc.

Palladium Hotel Group® does not accept any responsibility or liability for the malpractice related to the use of this service and does not recognize it as part of the services offer by our hotel(s), but as an external service provided by a third-party. The use of this service is at the sole discretion of the Guests.



 **SAFETY & WELL-BEING ONLINE RESOURCES:**

[HEALTH & SAFETY PROTOCOLS](#)

We know that the most important thing for a Traveler right now is the reassurance of the safety and security of their travel experience, for that reason, it is important for us to remind you that our Health & Safety Protocols are certified by SGS. SGS is the world's leading inspection, verification, testing, and certification company recognized as the global benchmark for quality and integrity.

We have been publishing and sharing with you all our H&S protocols. This information and collateral assets are available on our website, but please feel free to reach out to our Marketing Team in case you need any further assistance.

- TAKE THE TOUR & LEARN: Jesus Zalvidea our Managing Director at TRS Coral & Grand Palladium Costa Mujeres walks you step by step through all our Corporate Health & Safety Protocols, Certifications, and our FREE Guest's Health Insurance Protection. <https://www.linkedin.com/feed/update/urn:li:activity:6689928848596967424/>
- CORPORATE HEALTH & SAFETY MEASURES: https://www.youtube.com/watch?v=xs_dLGyd_H0&t=11s
- STAY SAFE-Plus: <https://www.palladiumhotelgroup.com/en/stay-safe-covid19-america>
- THE IMPORTANCE OF DENSITY: <https://www.linkedin.com/feed/update/urn:li:activity:6691059724814839808/>
- PURE ROOM: <https://www.youtube.com/watch?v=2SfJvp6bKuA>
- MEDIA VALET <https://palladiumhotelgroup.mediavalet.com>

Sincerely,

PALLADIUM HOTEL GROUP

Avda. de Bartolomé Roselló 18, 07800 Ibiza (Balears) Spain www.palladiumhotelgroup.com



PALLADIUM HOTEL GROUP

Avda. de Bartolomé Roselló 18, 07800 Ibiza (Balears) Spain www.palladiumhotelgroup.com

January 28th, 2020

UPDATES:

- COVID19 TESTS – FREQUENT ASKED QUESTIONS.
- COVID19 FREE INSURANCE
- HEALTH & SAFETY PROTOCOLS

FREQUENT ASKED QUESTIONS (FAQ's)

• **Do you offer the COVID19 Tests on Property?**

- YES. Rapid (Antigen) Test, and PCR Test are available on property.
- Palladium Hotel Group is pleased to announce the inclusion of COVID-19 antigen rapid testing on-property **FREE OF COST** to guests traveling to the U.S. or to any other country with similar requirements. Travel window for free testing will be valid as long as CDC requires a negative test to enter the U.S.A.

• **What is the cost of the tests?**

- The cost of the Antigen (Rapid) Test varies between \$15-30USD per person regardless the age.
- The cost of the PCR Test varies between \$140-\$350USD and is required by some countries (such as Canada) for re-entry.
- Costs are as detailed below.

DESTINATION	ANTIGEN COVID19 RAPID Average Cost per Person		PCR COVID19-Test Average Cost per Person	
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			\$	350.00

Cost is per person regardless the age, and it may be subject to taxes.

• **What if I Test Positive?**

- **STAY SAFE PLUS** - Our COVID19 FREE Insurance will enter into effect. This insurance covers up to €100,000 (Euros) or its equivalent in US dollars. These expenses include medical fees, medicines from the medical care provided, as well as hospitalization expense and ambulance expenses requested by a doctor.
- The on-site Doctor will contact the guest and determine the symptoms. If the guest does not present any symptoms, he/she will go to the isolation rooms 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 room at the hotel.
- **EXTENSION OF STAY:** Patient will be staying at our hotel. In the event that the affected Guest does not have to be hospitalized and the doctor prescribes the need to stay in the hotel, the policy will cover the expenses derived from prolonging their stay for up to 10 days. In the event the patient needs to be hospitalized, the policy will also cover the hotel accommodation of up to 3 companions in a triple room occupancy, for up to 10 days. Additional rate difference may apply.



- **Will I be able to return to USA/CANADA after testing positive?**
 - According to CDC, if the guest has recovered from COVID-19, he/she may travel back to the USA with written or electronic documentation of a positive viral test result that confirms previous infection and a letter from a licensed healthcare provider or public health official stating that the person has been cleared for travel (Documentation of Recovery).
- **Are the tests only for guests traveling to countries that require a negative test, or can all guests use this service?**
 - Palladium Hotel Group has available COVID19 tests to any guests who wishes to have it, prices are as detailed before.
- **How can I make an appointment for a COVID-19 test?**
 - We recommend making your appointment at the moment of arrival to the hotel. Our Staff will coordinate with guests to accommodate the appointments and confirm them the time. Guests must take into consideration their home country's specific requirement; in the case of the USA and Canada, for instance, airlines require the test to be taken no more than 72 hours prior to your scheduled departure. It is the sole responsibility of guests to verify and comply with all requirements and to make timely arrangements.
- **What kind of COVID-19 test is it?**
 - Available tests are a COVID-19 Antigen for USA and PCR for Canada test, which is the COVID viral test accepted by these and other countries for reentry.
- **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. And for Canada, the test must be taken by children from 5 years old and adults. In both cases, the traveler must present the negative COVID test result as a requirement to re-enter their country.

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STAY SAFE – NEW COVID19 HEALTH INSURANCE COVERAGE – FREE!

As a piece of mind for all our Tour Operators, Travel Agents, and mutual Guests, we have a new COVID19 Health Insurance Free-of Charge for all our Guests and effective from the moment of check-in until the moment of check-out. It is valid for 12 months from the moment we re-opened a property. This insurance will cover all our Guests staying at any of our hotels. This information is available on our website.

- ✓ **ILLNESS & COVID-19 INFECTION:** Expenses for any illness arising during the stay in the hotel up to €3,000 (Euros)* and for Covid-19 infection up to €100,000 (Euros)*. These expenses include medical fees, medicines from the medical care provided, as well as hospitalization expense and ambulance expenses requested by a doctor.
- ✓ **MEDICAL TRANSFER OF PATIENTS:** Medical transfer of Patients: whenever the guest is unable to continue the trip due to the virus and needs to go to a hospital or return home, the transfer will be covered by various means of transport such as train plane, helicopter or ambulance.
- ✓ **EMERGENCY TRANSFER TO HOSPITAL:** if a serious illness occurs that requires immediate assistance, this service will assume the transfer both to and from the hotel to the nearest hospital or clinic. This service would also include medical surveillance if necessary.
- ✓ **EXTENSION OF STAY:** in the event that the affected client does not have to be hospitalized and the doctor prescribes the need to stay in the hotel, the policy will cover the expenses derived from prolonging their stay and that of three of their companions up to a maximum of €75 (Euros)* a day for 10 days.
- ✓ **REPATRIATION:** in the event of death, Palladium Hotel Group's new medical care insurance will organize the repatriation of the deceased and will assume the cost of other expenses such as those derived from administrative formalities, among others.
- ✓ **DRIVER SERVICES FOR MEDICAL REASONS:** if due to illness the guest is unable to drive his/her own vehicle, the client may request that a professional driver or another person drive their vehicle to their home.
- ✓ **RETURN OF COMPANIONS:** finally, clients can also feel completely reassured that, if any eventuality occurs, the insurance will cover any type of transfer of three of their companions to the affected person's hospitalization place or habitual residence. That would be done through the most convenient means of transportation.

This benefit will be offered by Palladium Hotel Group completely free of charge for 1 Year from the moment we re-open each property, while we navigate with this pandemic.

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