



Palmaia - The House of AïA announces new support measures for international COVID-19 testing entry rules

January 15th, 2021

Given the mandate by some countries for proof of negative antigen or PCR test results prior to entry, Palmaia - The House of AïA has implemented special measures for its current and future guests:

- Antigen tests will be offered free of charge and administered at the resort.
- Partnership with local medical center to offer special prices for on-property PCR tests.
- If a guest tests positive Palmaia - The House of AïA will offer up to 14 complimentary nights for quarantining.
- Palmaia - The House of AïA has developed and enforced hygiene, cleaning and safety protocols as part of the Clean Stay initiative.

The aim of these measures is to facilitate a smooth and easy process for guests to return home in compliance with current regulations.

Palmaia - The House of AïA remains committed to offer a safe environment respecting all safety and hygiene regulations so that guests can enjoy a memorable vacation at the best destination in Mexico.

The following FAQs are offered to detail the testing protocols and if any questions remain, the hotel's customer service team is available via the contact phone numbers listed at www.thehouseofaia.com/contact/. Please follow the hotel's website and related social networks for all further updates and news.

When do I need to get a test to travel? What kind of test do I need?

You should get a viral test (antigen test for the USA and PCR test for Canada and other countries) no more than 3 days/72 hours before flight departure. Make sure to have the results and proper documentation to present at the airport.

How much are COVID-19 tests, and where can I get them?

Palmaia - The House of AïA provides COVID-19 antigen testing free of charge performed on-site at the resort. The results are delivered back same day.

The PCR test is offered on-site at the resort for a special rate of \$150 USD per person. The results are delivered within 48 to 72 hours.

What happens if I test positive while staying at the hotel?

If you test positive for COVID-19 while at the hotel, you are required to self-isolate immediately. At Palmaia - The House of AïA, we have self-isolation suites and we offer up to 14 complimentary nights if you decide to remain on property. During the quarantine period, you will be confined to your suite and will not be allowed to use the resort facilities for the duration of the infection. You will be provided with 3 meals a day and non-alcoholic beverages. If you wish to move to an apartment or house off-property, we will assist in finding alternate accommodations.

What if I recently recovered from COVID-19?

If you do not have any symptoms of COVID-19, if you haven't been in contact with a person with COVID-19, and if you have properly isolated yourself, you may travel. The CDC recommends traveling with a letter from your healthcare provider to confirm that you are cleared for travel.

What happens if I don't take a test and want to travel to the USA, Canada, or other countries that require a negative test?

Any passenger traveling to the US, Canada, or other countries that require a negative test, is required to provide a negative COVID-19 test. If you do not, you will not be permitted to board the plane.

What is a verifiable test result?

A verifiable test result must be in the form of a written document in paper or electronic format. A NAAT or antigen viral test is required to be performed; a negative result is obligated within 3 days before the flight.

Do I need to get a test before traveling to Mexico?

It is not required to provide a negative test to enter Mexico, but it is recommended to stop the spread of infection.

What happens if my flight is delayed and it goes over the 3-day limit for testing?

If your flight is delayed, it is still required that your negative test result is within 3 days of travel. If the delay extends past the 3-day requirement, you will need to get retested.

If I am connecting through the USA to another country, do I still need to get tested?

Yes. Any flight entering the USA, even for a connection, will require testing before departure.

What if I have had a COVID-19 vaccine?

You still need to provide a negative COVID-19 test result.

How is Palmaia - The House of AiA protecting guests?

Palmaia - The House of AiA, developed new and reinforced hygiene protocols and cleaning measures as part of the Clean Stay initiative. All employees have Personal Protective Equipment (PPE) to keep guests safe and healthy at all times. Learn more about the Clean Stay protocols at: <https://yourpalmaiaguide.files.wordpress.com/2020/06/health-and-safety-palmaia-program.pdf>

Where can I get more information?

You can send an email to palmaia@thehouseofaia.com or call any of the contact phone numbers listed at www.thehouseofaia.com.