

**YOUR PEACE OF MIND IS OUR PRIORITY
FEEL SAFE WITH US DURING YOUR STAY AT PARK ROYAL HOTELS & RESORTS®
WITH OUR SAFE GUEST PROGRAM®**

- As of January 26th, 2021, the CDC (Center for Disease Control) will require a negative COVID19 test for all passengers entering the United States via air or land.
- Our guests will receive a complimentary COVID19 Antigen Test for two people per room per stay for reservations of 4 nights or more. All additional guest will have access to testing with extra cost at special rate.
- All our antigen tests will be attended by a certified physician and an official certificate will be sent to the guest's email to be used for boarding their departing flights.
- In case of obtaining a positive test result, special rates will be offered for two people maximum to stay in the obligated quarantine at our hotels.
- For other non-US international traveler's, PCR tests will be available at the hotel at a special rate. PCR tests are required to enter other countries such as Canada.

Park Royal Hotels & Resorts announces COVID-19 testing support measures for guests given the recent demand by the government of some countries to present a negative COVID-19 test up on entering their borders. Park Royal Hotels & Resorts has implemented a series of measures of support towards our current and future guests consisting of:

- Alliances with certified hospitals and medical centers that offer the required tests at reduced prices for our guests within the different hotels.
- Support with special rates in case a positive result is detected among our guests and they have to extend their stay to quarantine.
- **Cristal International Standards®** and **Safe Guest Program®** protocols specialized in case of detecting a positive result, with the aim of ensuring the well-being of the affected person and the accompanying guests.

With these new measures we want to continue encouraging all those who wish to stay with us during their vacations and give them complete peace of mind that they will be able to return to their countries of origin in compliance with current regulations.

At Park Royal Hotels & Resorts we reaffirm our commitment to offer a safe stay for all our guests, under the implementation of the protocols of **Cristal International Standards®** and **Safe Guest Program®**, as well as respect for all national safety and hygiene regulations and thus fulfilling our promise to provide memorable experiences and a world-class stay to our guests.

FREQUENTLY QUESTIONS & ANSWERS

We put at your disposal the following FAQ which will be able to help you with any questions regarding the new regulations and implementations carried out by Park Royal Hotels & Resorts.

WHAT KIND OF COVID19 TESTING IS REQUIRED?

Negative Antigen Test for USA and Negative PCR test for Canada, in case of coming from another country to those mentioned above, we recommend that you inquire in advance about the type of proof that you require.

WHEN SHOULD I TAKE AN EXAM TO TRAVEL?

The test must be taken no more than 3 days before the departure of your return flight to your country of origin. Make sure you have the results in your email before your flight departure and the proper documentation to show the results to the airline. All passengers who do not comply with these regulations will not be permitted to board the flight.

WHAT IF I RECENTLY RECOVERED FROM COVID-19?

The CDC's (Centers for Disease Control and Prevention) recommends traveling with a letter from your health care provider stating that you are authorized to travel.

WHAT IF I DON'T TAKE A TEST AND WANT TO TRAVEL TO THE US, CANADA, OR OTHER COUNTRIES THAT REQUIRE A NEGATIVE TEST?

Any passenger traveling to the US or Canada or other countries that require a negative test, must provide a test result that meets the required characteristic, otherwise they will not be permitted to board the flight.

WHAT HAPPENS IF I TEST POSITIVE DURING THE HOTEL STAY?

If you test positive for COVID-19 while in the hotel, you must isolate yourself immediately. At Park Royal Hotels & Resorts we have rooms designated for the quarantine period with a preferential rate. You will be confined to the room and will not be allowed to leave for the duration of the 14 days required quarantine and a negative test. 3 meals a day and non-alcoholic beverages will be provided.

WHAT IS A VERIFIABLE TEST RESULT?

Result obtained from a NAAT or viral antigen test; a negative result is required within 3 days before the flight. The verifiable test result must be in the form of a written document on paper or electronic format certified by a physician or hospital.

DO I NEED TO TAKE A TEST BEFORE TRAVELING TO MEXICO?

Providing a negative test is not required to enter Mexico, but it is recommended to get tested before traveling.

WHAT HAPPENS IF MY FLIGHT IS DELAYED AND EXCEEDS THE 3-DAY LIMIT FOR THE TRIAL?

If your flight is delayed, your proof is still required to be within 3 days. If your test passes the 3-day requirement, you will need to take it again.

IF I AM CONNECTING TO ANOTHER COUNTRY THROUGH THE US, DO I STILL NEED TO GET TESTED?

Yes. Any flight entering the United States, even for a connection, will require a test prior to departure.

WHAT IF I HAVE HAD THE COVID-19 VACCINE?

You have yet to provide a negative COVID-19 test result, please make sure you receive the certificate and information from your local medical provider before traveling to have on hand to return either electronically or printed format.

HOW MUCH DO COVID-19 TESTS COST AND WHERE CAN I GET THEM?

Each resort complies with local health centers for discount rates: verify rates with each individual Resort as prices may vary by destination.

HOW DOES PARK ROYAL HOTELS & RESORTS TAKE CARE OF AND PROTECT ITS GUESTS?

With **Cristal International Standards®** and **Safe Guest Program®** we guarantee the implementation of new and reinforced hygiene and safety protocols and cleaning measures. All of our employees have PPE equipment to keep guests safe and healthy at all times, to guarantee their safety as well.

Learn more about our **Safe Guest Program®** at: <https://safetystay.parkroyal.com.mx>