



March 5th, 2021

Riu Hotels & Resorts
Complimentary Covid-19 Antigen Test

Dear Valued Partner:

On January 12, 2021, the Center for Disease Control and Prevention (CDC) expanded the requirements for a negative COVID-19 test to all air passengers entering the United States.

In addition to our safety measures already in place, and effective January 26th, our guests will now be able to take the COVID-19 antigen test on site, before returning to the U.S. at no additional cost for all adults and children. This service is available at all our resorts in Mexico, Jamaica, Punta Cana and Aruba and will be provided by an accredited medical testing lab that complies with the requirements of the CDC.

Test results will be received within 72 hours prior to departure as required by the CDC, in written and/or electronic format. Guests should contact the Front desk/Customer Service at each resort upon arrival to schedule departure testing.

This policy is valid until the regulations regarding this new requirement change.

In the unlikely event that a guest has been tested positive to COVID-19 during their stay, Riu Hotels will provide an extension at no cost of up to 10 days. Extended stay due to quarantine includes the guest plus travel companions sharing the same room.

In Costa Rica, PCR testing is available at the hotels with an additional cost of US\$135.

At Riu Plaza Guadalajara, PCR tests are available off-site at an extra cost.

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FAQ

US Centers for Disease Control and Prevention (CDC) COVID-19 viral antigen test requirements

1. Is there a testing site at the Hotel?

Yes, RIU Hotels & Resorts will provide on property **COVID-19 viral antigen test**. Available at all our Resorts in Mexico, Dominican Republic, Jamaica and Aruba to all passengers traveling to the USA.

2. Is there a cost for me to take the test?

All USA arriving guests, adults and kids, will receive free **COVID-19 viral antigen test** at all our Resorts in Mexico, Dominican Republic, Jamaica and Aruba.

3. Who will be responsible to take and perform the test?

All tests will be performed by an accredited CDC-compliant lab in each destination.

4. How can I schedule the test?

Tests will be scheduled within 72 hours prior to departure and results will be provided within the same window, to comply with the CDC requirements. Guests should contact the Front desk/Customer Service at each resort upon arrival to schedule departure testing.

5. Is there a minimum stay to access the free COVID-19 viral antigen test?

No, we do not require a minimum stay and it is valid for all arrivals from the US, including Riu Partner Club bookings using points or special rates.

6. What are the requirements to take the test?

COVID-19 viral antigen test requires a nose or throat sample only, so the only requirement is to show up fully alert and responsive to get tested.

7. If a guest receives a positive test result, what happens?

In the unlikely event that a guest has been tested positive to COVID-19 during their stay, RIU Hotels & Resorts will provide an extension at **no cost** for up to 10 days. Extended stay due to quarantine includes the guest plus travel companions sharing the same room.

In case the quarantine period exceeds the 10 days extension Riu Hotels & Resorts will offer a special rate for the remaining of the stay.

8. Is any destination offering free medical assistance?

Yes, the government of the Dominican Republic has extended to all tourists visiting the country a traveler insurance to provide assistance in the event of a non-pre-existing medical emergency, including COVID-19.



All international tourists arriving on commercial flights and staying at a hotel will be granted during the check-in process a temporary, free health coverage plan that provides coverage for emergencies in the event of an infection or exposure to COVID-19 while in-country. The coverage includes medical attention by specialists, medical transfers, transfer of a relative, penalty for airfare changes, lodging for prolonged stays and more. This insurance will be provided at no cost to visitors traveling until March 31st, 2021.

9. If I have clients traveling to a destination not listed above, what can I do?

The viral antigen test, as required by the CDC, is not yet available in Costa Rica, however resorts will facilitate the PCR testing on-site, with an additional cost to the guest of US\$135.

10. What happens if I'm traveling after March 31st, 2021?

RIU Hotels & Resorts will continue to provide complimentary COVID-19 viral antigen test until the regulations regarding this requirement change.

11. In case of a positive test result, will the hotel cover the cost of any additional test required after the quarantine?

When an additional test is required the cost will need to be covered by the guest. Please see cost for antigen testing below:

	Area	Antigen testing Available on-site (Yes/No)	Cost for second Antigen testing
Mexico	Playa del Carmen	YES	25 usd
	Cancun - Costa Mujeres	YES	25 usd
	Los Cabos	YES	600 mxn
	Vallarta	YES	600 mxn
	Mazatlán	YES	600 mxn
Dominican Republic	Punta Cana	YES	25 usd
Jamaica	Montego Bay	YES	60 usd
	Ocho Rios	YES	60 usd
Aruba	Aruba	YES	50 usd
Costa Rica	Guanacaste	N/A	N/A

For more information about the US Centers for Disease Control and Prevention (CDC) COVID-19 viral antigen test requirements, please [click here](#).