

Dear Theresa

As a valued Valentin Imperial Riviera Maya partner, we are sharing with you an important update about the status of COVID testing.

STARTING ON MAY 25TH, 2022

All **new bookings made on/or after May 25th, 2022**, for travel from May 26th, 2022, and onwards:

- **The covid testing fees are not included, EXCEPT for bookings made in the following room categories:**
 - a) Diamond Suite Privé
 - b) Imperial Suite Privé
 - c) Any Junior Suite booked with Valentin Privé
- One **ANTIGEN TEST** per person per room **is included** with the above-mentioned room categories.
- One **ANTIGEN TEST** per person per room **is included** for guests **who book Valentin Privé with any kind of Junior Suite for the full length of the stay. (Does not apply to Valentin Privé booked directly on-site for a fewer number of nights than the full stay).**

INCLUDED AT THIS TIME

COMPLIMENTARY QUARANTINE PERIOD FOR UP TO 14 NIGHTS

- The complimentary 14-night quarantine applies to all guests originally sharing a room, shall they wish to stay together in the same room. Depending on the case and the airline, the quarantine period usually varies between 5 or 14 nights. Please contact your airline for more information.

GENERAL INFORMATION ABOUT TESTING AND SERVICES

- Valentin Imperial Riviera Maya offers the assistance of a 3rd-party partner **on-site** for all testing (ANTIGEN and PCR testing with Hospiten Group).
- Hospiten Group includes a complementary medical follow-up during the quarantine period as well as the elaboration of the letter of recovery with their testing fees. Any guest testing positive will also receive a complimentary PCR test from Hospiten Group, to corroborate the positive results. (See fees further down).
- Appointments are made upon check-in **ONLY**, through the resort concierges, **upon arrival**.
- The test must be booked on the day before the guests' departure (**1 day before the departure to be valid**).
- Test results are provided on the same day

- We remind you that it is every guest's responsibility to ensure that they make timely travel arrangements **and testing arrangements** through our resort's concierges upon arrival to ensure getting the mandatory paperwork when required.
- Testing fees will be paid directly at the resort (usual payment methods accepted: Visa, MasterCard, American Express, USD, Mexican Pesos).
- Test results will be printed and/or sent electronically to the guests' e-mail address (provided along with other personal information necessary for the test results proof) – *Electronic form only for the PCR test.*
- While Valentin Imperial Riviera Maya is facilitating these medical and testing services to their guests: guests will always have the option to visit any local clinic or hospital to take the test on their own or seek any medical attention outside of the resort, at their discretion. However, the fees for medical consultations during the quarantine and the elaboration of the letter of recovery are not included in these cases. For the complimentary quarantine to apply, any other test that the one available through Hospiten Group must be recognized by the resort (homologated tests). If a test is not recognized and the guests need to quarantine at the resort, they will need to get tested at the resort.

ANTIGEN TESTING

Schedule: from Monday to Sunday

Time: 9h00 am to 5h00 pm, every 10 minutes

Rate (if not included or if guests request or need more than 1 test): 39.00 USD per person including taxes

PCR TESTING (also available but not included with any room category nor Valentin Privé)

Schedule: From Monday to Sunday

Time: 9h00 am to 5h00 pm

Rate: 90.00 USD per person including taxes

**If the test result is positive, this cost includes the follow up from the Hospiten doctor during the quarantine, as well as the elaboration of the documentation of recovery mandatory for travel back to the U.S.*

Please note that the above information is subject to change without prior notice.

Do not hesitate to contact me if you require any additional information.

Best regards.



Astrid Palacios

Sales Director

Comercial, Valentin Imperial, Riviera Maya

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De: Astrid Palacios

Enviado el: jueves, 11 de noviembre de 2021 06:21 p.m.

Para: 'Theresa Diduch' <tdiduch@vacationexpress.com>

CC: Hortensia García <hortensia.garcia@valentinmaya.com>

Asunto: IMPORTANT VIRM COVID TESTING UPDATE FOR YOUR FUTURE CLIENTS

Dear Theresa,

We have an important update about covid testing for you as a travel agent.

STARTING ON NOVEMBER 20TH, 2021

All **new reservations** booked for travel from January 1st, 2022, and onwards:

- The covid testing fees are **not included** with the following room categories:
 - Deluxe Jr Suite
 - Silver Jr Suite
 - Silver Superior Jr Suite
 - Golden Jr Suite
- One **antigen test** per person **is included** with the following room categories:

- Golden Superior Jr Suite
- Golden Swim Up Jr Suite
- Emerald Jr Suite
- Diamond Suite
- Imperial Suite
- One antigen test per person **is included** for guests who book the **Privilege Package** for the entirety of their stay with any kind of Junior Suite.

Included at this time:

- **One antigen test** per person is included with all reservations traveling for a minimum of 3 nights with an **arrival date** until December 31st, 2021.
- **If booked before November 20th, 2021: One antigen test** per person is included with **all existing reservations** traveling for a minimum of 3 nights from January 1st to December 31st, 2022 (unless the CDC removes the testing regulations to go back to the U.S.).

COMPLIMENTARY QUARANTINE PERIOD FOR UP TO 14 NIGHTS

- Included with stays of a minimum of 3 nights, as long as the CDC mandates that testing is required to travel back to the USA.
- The complimentary 14-night quarantine applies to all guests originally sharing a room, shall they remain to stay together in the same room. Depending on the case and the airline, the quarantine period usually varies between 10 or 14 nights.

GENERAL INFORMATION ABOUT TESTING AND SERVICES

- Testing is performed directly on-site (ANTIGEN and PCR testing).
- Appointments are made upon check-in **ONLY**, through the resort concierges.
- Fully vaccinated guests: it is recommended for guests to schedule the appointment to be tested **3 days before their departure**.
- Non-vaccinated/non-fully vaccinated guests: the test needs to be scheduled **1 day before the departure**.
- Test results are provided on the same day
- We remind you that it is every guests' responsibility to ensure that they make timely travel arrangements **and testing arrangements** through our resort's concierges upon arrival to ensure getting the mandatory paperwork when required.
- Testing fees (if applicable) are to be paid directly at the resort (usual payment methods accepted: Visa, MasterCard, American Express, USD, Mexican Pesos).
- Tests are provided and are performed through the assistance of the resort's third-party partner, Hospiten Group.

- Test results will be printed and/or sent electronically to the guests' e-mail address (provided along with other personal information necessary for the test results proof) – *Electronic form only for the PCR test.*
- While Valentin Imperial Riviera Maya is facilitating these medical and testing services to their guests, guests will always have the option to visit any local clinic or hospital to take the test on their own or seek any medical attention outside of the resort, at their discretion.

ANTIGEN TESTING

- Schedule: from Monday to Sunday
- Time: 9h00 am to 5h00 pm, every 10 minutes
- Rate (if not included or if guests request or need more than 1 test): 39.00 USD per person including taxes

Please note that the above information is subject to change without prior notice.

Do not hesitate to contact me if you require any additional information.

Best regards.