



On January 12th, 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. The requirement will go into effect on January 26th, 2021.

According to the CDC, 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.

\*As part of Velas Resorts' commitment to our guests and to make your vacation experience as relaxing as possible, we will cover the cost of your antigen test. A certified laboratory will perform the test within the property, and the result will be ready in a maximum of 24 hours.

In this infographic, you can see how Velas Resorts will support you to carry out the health procedures

The CDC (Centers for Disease Control and Prevention) requires negative COVID-19 tests for all passengers entering the United States.

**VELAS RESORTS.**  
MÉXICO  
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## What do I need to know?



At Velas Resorts we help you return home safely, providing you with all the necessary advice and medical support to comply with the regulations of your country.

- A certified laboratory will perform the antigen test within the property, so that you won't have to take any transportation. The result will be sent to your email in a maximum of 24 hours.

### ANTIGEN TEST

Mandatory for USA (PCR optional)

- ✓ Included for all USA citizens

Hours and availability: Daily from 9:00 a.m. to 6:00 p.m.  
Result: it will be sent via email in a maximum of 24 hours.

\*\*\* If you want to take the PCR test, a certified hospital will come to the hotel to perform it and 24 hours before your check-out you will receive the result via email.

[More information](#)



- ✓ In both cases, the test result will be sent via email; this document will be the one you will present at the airline to board your flight back home.
- ✓ Please note that in the highest percentage of cases the result is negative, as long as the regular security protocols have been followed.

## What happens if the test is positive?

HYGIENE PROTOCOLS  
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- \*\*\* We will give you a **75% discount** on the public rate to extend your reservation; also an extra suite will be offered for the people who obtain a positive result. The suites will be relocated to an area reserved for everyone's safety and tranquility, with services for you and your whole family.
- ✓ If you wish, you can request visits or calls for medical follow-up with the best hospitals in the area. The hotel will provide you with an oximeter and thermometer in your suite for constant monitoring.
- ✓ We will continue to provide you with regular accommodation services until a second test indicates a negative result and you can return home.

\*The antigen test is mandatory for the United States; it will be applied at no cost only to US residents traveling from and to the United States, with a minimum stay of 3 nights. The test is also included for residents of Central and South America only at Grand Velas Riviera Maya. It is not included for members of Velas Vallarta. The cost inside the property is \$900 MXN (subject to change without prior notice) (exchange rate: \$20 USD). \*\*The PCR test is optional for the United States and mandatory for Canada and South America. \*\*\*Additional accommodations and necessary medical services will be at the guest's expense. In order to occupy the courtesy suite, it is required to pay for an additional suite with the 75% discount. We have alliances with the most prestigious hospitals in the area.

[staysafe.velasresorts.com/cdc](https://staysafe.velasresorts.com/cdc)

### Additional information regarding this subject:

Documentation should be for a viral test 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.

Documentation may be paper or electronic copy and must include the name and contact information for the laboratory or healthcare provider 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 three 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).

If you want to take the PCR test, a certified hospital will come to the hotel to perform it and 24 hours

#### IMPORTANT NOTICE:

We will be proactively communicating important information with you on this page, and will be continuously updating it as information is received.

Currently, there are no changes in Velas Resorts' travel policies. Please continue to visit this page for the most updated information.

To learn about our Hygiene Protocols visit [staysafe.velasresorts.com](https://staysafe.velasresorts.com)

If you have any questions regarding this information please feel free to call our Contact Center at **1-877-418-3059**. Our representatives will be happy to assist you.



**100% sanitized resorts**

