

How to get your  
COVID-19 test  
while visiting



COSTA RICA  
RESERVA CONCHAL

**THE WESTIN**

GOLF RESORT & SPA  
RESERVA CONCHAL

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**ALL-INCLUSIVE**



As of December 6th, 2021 all people 2 years and older that travel by plane to the United States, regardless of their citizenship and vaccination status, must show a negative COVID-19 viral test, taken no more than 24 hours before boarding their flight.


## TRAVEL SAFE

At Reserva Conchal we have implemented the "Resort COVID-SAFE" policy with strict health and safety protocols, to guarantee the well-being of our staff, providers and visitors regarding COVID-19.

To take the COVID-19 test, in alliance with the Metropolitan Hospital, we have an exclusive rate available in case you require it, and we offer two types of tests:

Location:	PCR Test:	Antigen Test:
In the Resort	\$150 +IVA	\$85 + IVA
In Cabo Velas Metropolitan Hospital	\$113 + IVA	\$55 + IVA

The process to request the test is as follows:

- 1 Scan this QR code 
- 2 Choose the language
- 3 Fill in the form and save the generated code. This code is required to take the test, without it it can't be possible to do the test.
- 4 Book your appointment in your Hotel:  
Working hours from Monday to Sunday from 7:30am to 12:25pm and from 1:30pm to 3:35pm.
  - **Westin Hotel:** in the Hospitality Suite, next to the shopping center.
  - **W Hotel:** in the Studio Room 2.
- 5 Only debit or credit cards are accepted to pay the test. The invoice is sent after by email.
- 6 Consider scheduling your appointment in advance and take into account that the PCR results can take from 36 to 48 hours and the antigen test results 24 hours.
- 7 If you need to contact the Hospital Metropolitano for any additional information, please call +(506)4000-3822, from 8am to 5pm from Monday to Friday and from 8am to 12pm on Saturdays.



# FREQUENTLY ASKED QUESTIONS (FAQ)

## **Are antigen tests performed in Costa Rica?**

Yes, it was approved for use in foreigners, but it is not used in Costa Rica for medical surveillance of confirmed cases.

## **What other types of tests are taken in the country??**

Serologies are also performed, which reveal if a person was exposed to SARS-COV-2, however they are not approved for diagnosis.

## **Does the hotel have a special rate in case I need to extend my stay after having tested positive for SARS-COV-2?**

Yes. The hotel has a special rate for these cases and you should ask for it in our reception departments at Westin Reserva Conchal or at the Welcome Office in W Costa Rica.

## **Can the cost of the PCR: SARS-COV-2 test be charged to my room if I don't have cash or the wireless dataphone is not working at the moment?**

The ideal option is to pay for the service with a credit / debit card or cash directly to the Metropolitan Hospital staff taking the test.

## **Whom should I contact at the Metropolitan Hospital in case my personal health insurance covers the cost associated with the PCR: SARS-COV-2 test and requests additional information or once in my country of origin?**

If you require additional information to carry out a reimbursement request through your personal insurance, you can contact them directly to the email: [mycovidtest@metropolitanocr.com](mailto:mycovidtest@metropolitanocr.com)





# FREQUENTLY ASKED QUESTIONS (FAQ)

## **What happens if a person tests positive for SAR-COV-2?**

In that case, the laboratory will make the official notification to the Ministry of Health of Costa Rica, where a mandatory health order will be issued for 10 days and the person will not be able to leave the country.

## **In case of being COVID-19 positive, should I quarantine my hotel room?**

You are not forced to stay at the hotel, however if you decide to stay, your nights at the hotel can be extended subject to availability and you cannot go out of your room until your quarantine period comes to an end.

## **How do guests receive the test results?**

Via email, which they provide during the test request.

## **Are there other hospitals or clinics to take the test nearby?**

Yes, the Beach Side Clinic is located 300 meters from the Huacas intersection, 10 min away from the Resort. You can contact them directly by phone: +506 2653-6760.

Also, the San Rafael Arcángel Hospital in Liberia, located 100 meters east, 25 meters south of the Ascensión Esquivel School, in street 3. It is 1 hour and a half from the Resort and you can contact them by calling + (506) 2690-5542 / + (506) 2690-5595, by WhatsApp + (506) 8813-9116 / + (506) 8779-2188 or by email [lrojas@hpsanrafael.com](mailto:lrojas@hpsanrafael.com) / [lpalacios@hpsanrafael.com](mailto:lpalacios@hpsanrafael.com)

# ADDITIONAL QUESTIONS

For further questions, please contact:

[mycovidtest@metropolitanocr.com](mailto:mycovidtest@metropolitanocr.com)

**+(506) 2654-3403**