



## CUSTOMER FAQS.

### **When do I need to get a test to travel? What kind of test do I need?**

The test must be done **24 hours** before the departure of your return flight to your country of origin. Make sure you have the results before your flight departure and the appropriate documentation to show the results to the airline.

Each country is requesting a different test (antigens or PCR). We suggest you before your trip, check which test your country of origin requires.

In case you have arrived to Cancun, Los Cabos or the country, before your arrival date at the property, you must present a negative COVID certificate at check-in. Test carried out 24 hours or less prior your entry, otherwise you will not be able to access the hotels.

### **What if I recently recovered from COVID-19?**

As long as you do not have any symptoms of COVID-19, you haven't been in contact with a person with COVID-19, and you have properly isolated yourself, you may travel. The CDC requires traveling with a letter from your healthcare provider that you are cleared for travel.

### **What happens if I don't take a test and want to travel to another country that requires a negative test?**

Any passenger traveling to a country that requires a negative test, is required to provide a negative COVID-19 test. If you do not, you will not be permitted to board the plane.

### **What happens if I test positive during the hotel stay?**

If you test positive for COVID-19 while at the hotel, Hoteles Solaris de México offers the following:

#### **CANCÚN AND CABOS**

If a guest arrives to stay at the hotel showing a negative antigen or PCR test certified by a laboratory performed 24 hours or less prior to arrival and has a reservation of 3 nights or more, in case of testing positive upon departure, the hotel will provide a courtesy stay of 4 days / 3 nights in our hotel or accommodation in another place assigned by the company. This courtesy is for immediate use and it is not transferable or refundable.

In case of testing positive without showing this negative antigen or PCR test upon arrival, we have a preferred rate of \$ 50.00 dollars per person per night on a double or triple occupancy and single basis rate of \$ 95.00 dollars per night.

- During this period of time either in Cancún or Los Cabos your mobility will be restricted to your room, or you will not be allowed to leave or move to other areas of the hotel.
- If you want to move out of the hotel to another property or a vacation rental apartment to pass your quarantine, we will assist you in finding such accommodation. Always paying by the guest. A certificate will be issued to the guest for the unused nights of their stay.

\*Conditions subject to change without prior notice. Restrictions apply.

### **If I am staying with family or friends and only I or one person in my group tests positive, what happens with the rest of my group, are they also granted a 4 days / 3 nights stay at the hotel free of charge?**

We will provide this benefit to up to two persons as long as they stay in the same room and follow the same confinement rules as the person who tested positive. Other people may stay at the Solaris hotel paying a special rate agreed with the hotel.



### **What is a verifiable test result?**

A verifiable test result must be in the form of a written document in paper or electronic format. A NAAT or antigen viral test; a negative result is obligated to have 24 hours before the departure of your return flight to your country of origin.

### **Do I need to get a test before traveling to Mexico?**

It is not required to provide a negative test to enter Mexico, but it is recommended to stop the spread of infection.

### **If I am connecting through the US to another country, do I still need to get tested?**

Yes. Any flight entering the US, even for a connection, will require testing before departure.

### **What if I have had a COVID-19 vaccine?**

You still need to provide a negative COVID-19 test result.

### **How much do COVID-19 tests cost, and where can I get them?**

Antigen testing on-property at Royal Solaris Cancun, GR Solaris, GR Caribe by Solaris and Royal Solaris Los Cabos at special cost of \$15 USD per person to guests traveling to the U.S., as accepted per CDC U.S. travel regulations beginning on January 26, 2021.

For guests traveling to countries that do not accept the antigen test (outside of the US) and require PCR testing, we will provide a special cost. Tests are done on-site at the hotel and with the corresponding health center with a cost of \$2,200 pesos (\$110.00 dollars\*) per person in Cancun and an special price per person in Cabos.

\* Depending of the exchange rate of the day.

The tests are also available at the airports and health centers of both destinations.

All the aforementioned rates are subject to change without prior notice.

\*For free and reduced-fee antigen and PCR tests to apply, they must be performed at the hotel.

### **If I am staying at Hoteles Solaris de Mexico, how can I schedule my appointment for a COVID-19 test?**

To schedule an appointment for an antigen test or PCR test, it is necessary that upon arrival you approach our Guest Service coordinators, located in the hotel lobby. They will support you in making your appointment on the day and time available with the doctor.

It is important that you present 2 copies of your passport (In the reception area they can support you with the copies)

### **Can I do my test at a medical center of my choice?**

Yes of course. We offer testing services for Covid-19 detection at the hotel for the convenience of our guests. However, guests can also choose the center of their preference.

For greater security and control within the hotel, we cannot allow access to any medical center with which we are not associated. If our guests choose an option outside the hotel, they will have to leave the facilities to attend the medical center of their choice and the payment for the test will be the sole responsibility of the guest.

### **How is Hoteles Solaris Protecting Guests?**

Hoteles Solaris de Mexico has developed advanced hygiene protocols and cleaning measures, part of our safety & hygiene program. All of our collaborators are also equipped with PPE equipment to keep guests safe and healthy at all times.

For more information on the measures taken in the hotel visit: <https://www.hotelessolaris.com/en/covid-19/>