



XEGURIDAD  
360° SAFETY



# NEW MEASURES FOR A SAFE RETURN HOME

**Dear guests, members and visitors,**

Your trust in Grupo Xcaret is our priority. This is why we have implemented our 360° Safety model, with new preventive and supporting measures to respond to your needs during your visit or stay, and until the moment you return home.

Therefore, in order to assist you, we have decided to add COVID-19 detection tests, at an extra cost, to the services we offer you in any of our parks and the Hotel Xcaret México.

All the tests are made by a specialized medical diagnostic center. The antigen test costs 19 USD and results are delivered the same day; the PCR test costs 140 USD and results are delivered from 24 to 48 hours after the test is done.

Additionally, for **all our guests and members** at the Hotel Xcaret México, we offer 360° Safety Complete Assistance against COVID-19 infection, available upon arrival in the hotel reception, at a cost of 19 USD plus tax per person, per stay, with coverage for medical and travel assistance.

For our **guests and members who are residents in the United States**, and as a result of the statement released by the Centers for Disease Control and Prevention (CDC) of that country's government, the antigen test will be offered without cost and the PCR test at a cost of 140 USD, with both tests being offered within the Hotel Xcaret México facilities.

If any guest or member, resident of the United States staying at the Hotel Xcaret México based on a four-night minimum stay, tests positive, 14 nights' accommodation will be offered, from day of detection, this measure applies up to March 31, 2021.

We wish to safeguard everyone's health with actions that will prevent, control, contain and reduce the risk of infection by the SARS-CoV-2 (COVID-19) coronavirus, therefore if you find yourself in the facilities of the Hotel Xcaret México or Grupo Xcaret parks and show symptoms of the illness, please advise the corresponding staff members so we can proceed with the protocols stipulated by the authorities and apply the measures outlined in the 360° Safety model.

Sincerely,







XEGURIDAD  
360° SAFETY



Safe  
travels

approved by



## GRUPO XCARET LOOKS AFTER YOU SO YOU CAN RETURN HOME SAFELY

The wellbeing and integrity of our visitors, guests and partners is always important for Grupo Xcaret, therefore, in addition to the 360° Safety model, we add new preventive measures to answer to your needs during your stay, and up to the moment you leave us.

### NEW MEASURES FOR A SAFE RETURN HOME

#### Testing for COVID-19

We have a special area in all our locations for tests that are carried out by a specialized diagnostic medical center.

#### The tests currently used by Grupo Xcaret to detect COVID-19 are:

##### Antigen tests

- At a cost of 19 USD for guests and members of the Hotel Xcaret México and visitors to the parks.
  - At no charge for guests and members staying at Hotel Xcaret México who are residents in the United States\*
  - Same day results by e-mail
- \*As a result of the statement issued by the Centers for Disease Control and Prevention (CDC) of the United States Government*

##### PCR Test

- This will have a cost of 140 USD for guests and members staying at Hotel Xcaret México
- Results are delivered in 24 to 48 hours by e-mail

#### 360° Safety Complete Assistance against COVID-19 infection for guests and members of the Hotel Xcaret México\*

- Cost per person of 19 USD plus tax during your stay
  - Includes medical and travel assistance
  - Available to all guests and members who wish to obtain this benefit
- \*Available for purchase upon arrival at the reception of the Hotel Xcaret México*

As a result of the statement issued by the Centers for Disease Control and Prevention (CDC) of the United States Government, the test will be done without charge for guests or members residents of the United States who are staying at the Hotel Xcaret México.

#### If the result of the test is POSITIVE:

- Complimentary accommodation will be offered for 14 nights, from day of detection.\*\*
- \*\*Applicable until March 31, 2021, only for guests and members residents of the United States staying at the Hotel Xcaret México based on a four-night minimum stay.*

We will respond by implementing measures stipulated by the authorities and according to the protocols of the 360° Safety model.





# COVID-19 TESTING FOR ALL PASSENGERS WITH INTERNATIONAL FLIGHTS



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# DID YOU KNOW

that from January 26, 2021, you need to show a negative COVID-19 test result to enter the United States?

With your comfort and safety in mind, in Grupo Xcaret we help you plan your stay in the Caribbean and meet this requirement, applicable from January 26, 2021.





## IN OUR PARKS

The COVID-19 antigen test is available in Xcaret, Xel-Há, Xplor, Xenses and Xoximilco parks at a cost of 19 USD when requested by visitors, and the result is sent to them by e-mail the same day.



## IN HOTEL XCARET MÉXICO

The **antigen test** is included in the room rate for guests and members who are residents in the United States\* (one per person). For guests who are not residents in that country it is available at a cost of 19 USD per person. The result is sent the same day.

As a result of the statement issued by the United States Government Centers for Disease Control and Prevention (CDC), where a **NEGATIVE COVID-19** is an essential requirement for entering the country, the **COVID-19 antigen test** will be offered without cost to guests and members U.S. residents staying at the Hotel Xcaret México.

If any guest or member, resident of the United States staying at the Hotel Xcaret México based on a four-night minimum stay, tests positive, 14 nights' accommodation will be offered, from day of detection, this measure applies up to March 31, 2021.

The **PCR test** costs 140 USD per person, and the result is sent 24 to 48 hours after the test is done.

In all our locations the test is carried out by a specialized medical diagnostic center with the required certification and training.

# 360° XAFETY COMPLETE ASSISTANCE AGAINST COVID-19 INFECTION FOR GUESTS AND MEMBERS OF HOTEL XCARET MÉXICO

All guests and members at Hotel Xcaret México will be offered this benefit, upon arrival at the reception. Its coverage includes the following:

## Medical assistance

- Medical advice by telephone | Unlimited
- Hotel doctor | 1 visit
- 24-hour online doctor | Unlimited
- Emergency land ambulance | 1 time
- Medication for illness or accident | 1 time, up to 2,000 USD (as a result of the doctor's visit to the hotel)
- Medical notes
- Medical costs due to accident or illness | Up to 10,000 USD

## Travel assistance

- Baggage recovery and delivery
- Travel interruption due to emergency | Single ticket, economy class
- Hotel for medical convalescence for 13 nights | 200 USD per day
- Hotel payment for family member for 13 nights | 200 USD per day
- Transportation for family member due to convalescence | Round trip ticket, economy class
- Funeral repatriation | 10,000 USD
- Legal assistance by telephone
- Concierge

Cost of 19 USD plus tax per stay.

In all our locations the test is carried out by a specialized medical organization with the necessary certification and training. Results are given showing the detailed information required by U.S. health authorities.

Please continue reading to learn all about the measures we have implemented to prioritize the integrity and wellbeing of our visitors, guests, members and collaborators.





## FREQUENTLY ASKED QUESTIONS

### 1. WHICH KIND OF TEST IS THE GOVERNMENT OF THE UNITED STATES REQUIRING TO ENTER THE COUNTRY?

The ruling issued by the Centers for Disease Control and Prevention (CDC) states that a negative antigen or PCR test result must be shown to enter the United States. All travelers must show the document either in printed or electronic form, with the signature of the doctor or pharmaco-biological chemist, along with his/her professional license.

### 2. DOES THE REQUIREMENT FOR NEGATIVE TEST RESULTS APPLY TO CITIZENS OF THE UNITED STATES?

It applies for all airline passengers two years old or over who travel to the U.S., including U.S. citizens and legal permanent residents.

### 3. WITH THE NEW TRAVEL RESTRICTIONS IN THE PRESIDENTIAL DECREE, CAN FOREIGN CITIZENS NOW ENTER THE UNITED STATES WITH A NEGATIVE TEST RESULT?

Several presidential decrees have established restrictions on the entry of certain travelers to the U.S. in an effort to reduce the spreading of COVID-19. With specific exceptions, foreign citizens who have been in any of following countries during the last 14 days cannot enter the U.S.: Travelers Prohibited from Entry to the United States.

# FREQUENTLY ASKED QUESTIONS

## 4. WHAT KIND OF TEST MUST BE TAKEN BEFORE TRAVELING TO THE UNITED STATES AND HOW LONG BEFORE TRAVEL?

A viral test (PCR or antigen) must be taken in order to determine if a passenger is currently infected with COVID-19, since the test result must be shown to the airline before boarding a flight.

It must be done no more than 3 days before departure of the flight to the U.S.

## 5. WHAT HAPPENS IF THE TRAVELER RECENTLY RECOVERED FROM COVID-19?

The CDC do not recommend taking the test again for three months after a positive viral test result, as long as you do not have symptoms of COVID-19.

If you have had a positive viral test result in the last 3 months and have fulfilled the criteria for ending quarantine, you can travel with documentation showing the positive results of the viral test and a letter from your medical service supplier or health authority official stating that you have been cleared to travel. Both documents are called "recovery documentation".

## 6. WHO IS CHECKING THAT PASSENGERS HAVE A NEGATIVE TEST RESULT OR RECOVERY DOCUMENTATION BEFORE BOARDING THEIR FLIGHT TO THE U.S.?

The airline will check that passengers have a negative COVID-19 test result or recovery documentation before boarding.

## 7. WHAT HAPPENS IF TRAVELERS DO NOT TAKE A TEST AND WISH TO THE U.S.?

Passengers who travel by air to the U.S. must show a negative COVID-19 test result or recovery documentation. Airlines must check the negative result and recovery documentation of all passengers before boarding. If a passenger chooses not to show a test result or recovery documentation, the airline must deny boarding.



# FREQUENTLY ASKED QUESTIONS

## 8. WHAT IS A VERIFIABLE TEST RESULT?

- This is a document (printed or electronic) issued by a clinical analysis laboratory in which the test result is shown.

The negative result of the PCR or antigen viral test taken must be shown to the airline before boarding. The document with the test result must include information identifying the person, the date the sample was given and the type of test done (PCR or antigen).

A negative result must show that the test was done within 3 days prior to the flight. A positive test result must show that the test was done within 3 months prior to the flight.

## 9. WHAT KIND OF TEST RESULT DOCUMENTATION MUST BE SHOWN?

- The CDC require airline passengers arriving in the U.S. to have a printed or electronic copy of the test for the airline to check before boarding, and so public health agents can check it upon arrival in the U.S.

## 10. WHEN DOES THIS RULING BECOME EFFECTIVE?

- This ruling becomes effective on January 26, 2021.

## 11. DOES THIS RULING APPLY FOR ALL FLIGHTS OR ONLY COMMERCIAL FLIGHTS?

This ruling applies for all flights, including private flights and general aviation aircraft. Passengers who travel by air to the U.S. must have proof of a test, no matter what type of flight they arrive on.

# FREQUENTLY ASKED QUESTIONS

## 12. IF TRAVELERS HAVE ONE OR MORE CONNECTING FLIGHTS TO THE U.S., DOES THE 3 DAY PERIOD APPLY FROM THE FIRST FLIGHT OR THE LAST FLIGHT?

If they arrive on a direct flight to the U.S. the test must be done within 3 days prior to the departure of the flight to the U.S.

If they arrive in the U.S. via one or more connecting flights their test must have been done during the 3 days prior to the first flight in their itinerary, but only if the connecting flights were booked as a reservation for just one passenger with a final destination in the U.S. and each connection (stopover) lasts no more than 24 hours.

If the connecting flight to the U.S. was booked separately or if a connection in their itinerary lasts more than 24 hours a test must be taken within 3 days before their flight arrives in the U.S.

## 13. WHAT HAPPENS IF THE FLIGHT IS DELAYED AND THE 3 DAY PERIOD FOR TEST IS PASSED?

If their flight is delayed before departure, they must take the test again if the delay means the test was taken outside the required 3-day period before the flight.

## 14. IF TRAVELERS HAVE A CONNECTING FLIGHT THROUGH THE U.S. TO ANOTHER COUNTRY, DOES THE TEST STILL HAVE TO BE TAKEN?

Yes. Arrivals on any flight into the U.S., even a connecting flight, require a test before departure.

## 15. WHAT HAPPENS IF A TRAVELER HAS BEEN VACCINATED AGAINST COVID-19? DOES HE/SHE STILL NEED A NEGATIVE COVID-19 TEST RESULT OR PROOF OF RECOVERY?

Yes, all airline passengers who travel to the U.S., irrespective of their vaccination status, must provide a negative COVID-19 test result or recovery documentation.



# GRUPO XCARET

## 16. WHICH TESTS DO GUESTS AND MEMBERS AT THE HOTEL XCARET MÉXICO HAVE ACCESS TO AND HOW MUCH DO THEY COST?

- Antigen test:
  - With the regulations established by the CDC in mind, we are supporting our U.S. guests by including one test per person during their stay.
  - If visitors are from another country and require an antigen test, we offer at a cost of 19 USD.
- PCR test: at an additional cost of 140 USD.

## 17. WHICH TEST DO VISITORS TO XCARET, XEL-HÁ, XPLOR, XENSES AND XOXIMILCO PARKS HAVE ACCESS TO AND HOW MUCH DOES IT COST?

The antigen test, at a cost of 19 USD.

## 18. WHO CARRIES OUT THE TESTS IN THE HOTEL XCARET MÉXICO AND THE GRUPO XCARET PARKS?

The tests are carried out by a specialized diagnostic medical center with the necessary certification and training to do the tests properly.

## 19. HOW SOON ARE THE TEST RESULTS DELIVERED AFTER THE TESTS IN THE HOTEL XCARET MÉXICO?

Antigen test: the result is sent the same day the test is taken.

PCR test: the result is sent 24 to 48 hours after the test is taken

# GRUPO XCARET

## 20. HOW ARE THE RESULTS OF THE TESTS DONE IN THE HOTEL XCARET MÉXICO AND GRUPO XCARET PARKS DELIVERED?

By e-mail to the address provided by the guest or visitor.

## 21. WHERE EXACTLY ARE THE TESTS DONE?

In designated areas inside the Hotel Xcaret México and Grupo Xcaret parks.

## 22. IF A TEST RESULT IS POSITIVE, WHAT MEASURES WILL THE HOTEL XCARET MÉXICO TAKE?

Instructions established by the authorities and our 360° Xafety model will be followed; you can consult them at: [www.xcaret.com](http://www.xcaret.com)

For those guests and members staying at Hotel Xcaret México, acquiring the benefit of 360° Xafety Complete Assistance against COVID-19, coverage will include traveling assistance and accommodation for 13 nights.

For U.S. residents who test positive, 14 nights' accommodation, from day of detection, will be offered. This measure applies for guests and members residents of the United States staying at the Xcaret Mexico Hotel based on a four-night minimum stay and is valid up to March 31, 2021.

If a guest or member decides to leave, the hotel will provide transportation, with all applicable safety protocols, to a hospital or hotel in the Riviera Maya or Cancun.

## 23. IF A GUEST HAS SYMPTOMS OF COVID-19 AND DECIDES TO LEAVE THE HOTEL EARLY, CAN HE/SHE REQUEST A REFUND FOR THE EARLY DEPARTURE?

Yes, he/she will only pay for the nights of stay at the hotel.



# GRUPO XCARET

## 24. DOES THE FREE TEST APPLY FOR ALL GUESTS AND MEMBERS STAYING AT HOTEL XCARET MÉXICO?

The right to a free antigen test applies for guests and members who are residents in the U.S. and staying at Hotel Xcaret México.

## 25. HOW MANY TESTS DOES A GUEST OR MEMBER HAVE THE RIGHT TO TAKE DURING HIS/HER STAY IN THE HOTEL XCARET MÉXICO?

The antigen test is included in the room rate only for guests and members who are residents in the U.S. Each guest or member from the U.S. 2 years of age or over has the right to one test of this type during his/her stay at Hotel Xcaret México.

## 26. IF A GUEST FROM ANOTHER HOTEL WANTS TO TAKE A TEST IN THE HOTEL XCARET MÉXICO, IS THIS ALLOWED?

No, this service only applies for guests and members staying at Hotel Xcaret México.

## 27. IS THERE A HOUSE DOCTOR IN THE HOTEL XCARET MÉXICO?

Yes, the Hotel Xcaret México has doctors and paramedics 24 hours a day and seven days a week.

## 28. CAN THE AFFECTED GUEST OR MEMBER TAKE ANOTHER ANTIGEN OR PCR TEST, EITHER PAID OR COVERED BY THE 360° XAFETY COMPLETE ASSISTANCE PROVIDED BY THE HOTEL, IN CASE OF A FALSE POSITIVE RESULT?

The tests we are using, according to InDRE validation results, have a 100% Positive Prediction Value. That means that, according to the InDRE, false positives are not possible.

# GRUPO XCARET

## 29. IF A GUEST OR MEMBER TESTS POSITIVE AND OTHERS IN THE PARTY DO NOT.... ARE THE FAMILY MEMBERS WITH NEGATIVE TEST RESULTS ALLOWED TO STAY IN THE HOTEL AT A DISCOUNTED RATE?

If a guest or member is detected with a positive COVID-19 result while in the facilities of our Hotel Xcaret México, we will strictly follow protocols established by the authorities. For guests or members from the United States who are staying at Hotel Xcaret México and have tested positive, we will offer him/her accommodation for up to 14 nights. This measure is valid up to March 31, 2021 only for guests and members residents of the United States staying at the Hotel Xcaret México based on a four-night minimum stay.

If companions or family who have tested negative decide to extend their stay in our property, they can do so, with a 20% discount on the current public rate.

## 30. ARE GUESTS OR MEMBERS TRANSFERED TO ANOTHER PROPERTY IF THEY NEED MORE THAN 14 DAYS' QUARANTINE?

In the exceptional case of a guest or member requiring more than 14 days quarantine, transportation will be provided to the hotel or hospital of his/her choice, however, the expenses generated from that moment on, must be covered by the guest or member.

## 31. IS TRANSPORTATION PROVIDED TO THE QUARANTINE FACILITY?

Yes. In accordance with the safety protocol, transportation will be provided to take the positive guest or member to the selected quarantine hotel.

## 32. WILL THE HOTEL TO WHICH THE GUEST OR MEMBER WILL BE TRANSPORTED BE ALL INCLUSIVE OR EUROPEAN PLAN?

Full American plan will be offered (with a menu set by the hotel, covering breakfast, lunch and dinner, and non-alcoholic drinks during meals).

