

**YOUR PEACE OF MIND IS OUR PRIORITY  
FEEL SAFE WITH US DURING YOUR STAY AT PARK ROYAL HOTELS & RESORTS®  
WITH OUR SAFE GUEST PROGRAM®**

- **Our guests will receive a complimentary COVID19 Antigen Test for two people per room per stay for reservations of 5 nights or more. Valid for bookings between July 10<sup>th</sup> and October 31<sup>st</sup>, 2021, and traveling between July 10<sup>th</sup> and October 31<sup>st</sup>, 2021. All additional guest will have access to testing with extra cost at special rate. Applies to US travelers staying at Cancun, Cozumel, Los Cabos, Mazatlan and Puerto Vallarta resorts. For more information view attached 1.**
- All our Antigen Tests will be attended by a certified physician and an official certificate will be sent to the guest's email to be used for boarding their departing flights.
- For other **non-US international traveler's**, we have alliances with certified hospitals and medical centers that offer the required tests at reduced prices for our guests within the different hotels and destinations.
- In case of obtaining a positive test result, **special rates will be offered for two people maximum to stay in the obligated quarantine at our hotels (Applies maximum 14 nights for all our destinations and hotels).**
- **Cristal International Standards®** and **Safe Guest Program®** protocols specialized in case of detecting a positive result, with the aim of ensuring the well-being of the affected person and the accompanying guests.

Park Royal Hotels & Resorts announces COVID-19 testing support measures for guests given the recent demand by the government of some countries to present a negative COVID-19 test up on entering their borders.

With these new measures we want to continue encouraging all those who wish to stay with us during their vacations and give them complete peace of mind that they will be able to return to their countries of origin in compliance with current regulations.

At Park Royal Hotels & Resorts we reaffirm our commitment to offer a safe stay for all our guests, under the implementation of the protocols of **Cristal International Standards®** and **Safe Guest Program®**, as well as respect for all national safety and hygiene regulations and thus fulfilling our promise to provide memorable experiences and a world-class stay to our guests.

**ATTACHED 1**

Hotel	Type of Test	Restrictions	Delivery time	Services available for each type of test	Rates in Mexican pesos taxes included*
Grand Park Royal Cancún	Antigen	Free of charge - Minimum 5 nights - Maximum 2 pax per Room	30 minutes	Located inside the hotel from 9 a.m. to 2 p.m.	\$350.00
	PCR	Additional cost	48 hours maximum	Outside the hotel in Laboratory	\$3,000.00
Grand Park Royal Cozumel	Antigen	Free of charge - Minimum 5 nights - Maximum 2 pax per Room	30 minutes	Located inside the hotel from 9 a.m. to 2 p.m.	\$350.00
	PCR	Additional cost	48 hours maximum	Outside the hotel in Laboratory	\$2,250.00
Grand Park Royal Puerto Vallarta	Antigen	Free of charge - Minimum 5 nights - Maximum 2 pax per Room	30 minutes	Located inside the hotel from 9 a.m. to 2 p.m.	\$350.00
	PCR	Additional cost	36 hours maximum	Outside the hotel in Laboratory	\$3,900.00
Park Royal Beach Cancún	Antigen	Free of charge - Minimum 5 nights - Maximum 2 pax per Room	30 minutes	Located inside the hotel from 9 a.m. to 2 p.m.	\$350.00
	PCR	Additional cost	48 hours maximum	Outside the hotel in Laboratory	\$3,000.00
Park Royal Beach Mazatlan	Antigen	Free of charge - Minimum 5 nights - Maximum 2 pax per Room	30 minutes	Outside the hotel in Laboratory	\$600.00
	PCR	Additional cost	72 hours maximum	Outside the hotel in Laboratory or Hospital	\$2,650.00
Park Royal Homestay Los Cabos	Antigen	Free of charge - Minimum 5 nights - Maximum 2 pax per Room	30 minutes	Outside the hotel in Laboratory	\$1,068.00
	PCR	Additional cost	48 hours maximum	Outside the hotel in Laboratory or Hospital	\$4,500.00

### ATTACHED 1

Hotel	Type of Test	Restrictions	Delivery time	Services available for each type of test	Rates in Mexican pesos taxes included*
Park Royal Beach Huatulco	Antigen	Additional cost	5 hours maximum	Outside the hotel in Laboratory	\$1,200.00
	PCR	Additional cost	72 hours maximum	Outside the hotel in Laboratory	\$3,000.00
Park Royal Beach Ixtapa	Antigen	Additional cost	30 minutes	Outside the hotel in Laboratory	\$4,000.00
	PCR	Additional cost	5 días hábiles	Outside the hotel in Laboratory	\$4,400.00
Park Royal Beach Acapulco	Antigen	Additional cost	15 minutes	Outside the hotel in Laboratory	\$1,090.00
	PCR	Additional cost	24 hours maximum	Outside the hotel in Laboratory or Hospital	\$2,900.00

#### Logistics for the guest

1. Upon arrival, the guest will be given instructions on how and with whom to book their appointment for the test. During the reservation process, to avoid writing errors, the client is responsible for correctly capturing their data in the format and for scheduling their appointment with the time necessary to achieve the maximum 72 hours before their arrival at their destination.
2. IT IS IMPORTANT that the guest make sure that their email address is correct in addition to that the full name and the passport number that they write in the format is the same as the one printed in the passport that will be used to travel since they are the data that will come out printed on the test result.
3. In case it is positive, you will be asked to take a PCR test to confirm the antigen test and the isolation protocols will begin

\*Rates for tests are in Mexican pesos, taxes included. Exchanges rates varies by location. Rates may vary without notice.

## SARS COVID-19 TESTING

### CANCÚN

TEST	PCR \$3,000 MXN	PCR \$3,000 MXN (Plus Tax)	PCR \$3,000 MXN (Plus Tax)	PCR \$950 MXN
<b>LABORATORY</b>	Azumed	Laclicsa	Hospiten	Salud Digna
<b>HOW LONG DOES IT TAKE TO GET RESULTS?</b>	Same Day	24 to 48 h after testing	24 to 48 h after testing	24 to 48 h after testing
<b>VALID FOR TRAVEL TO THE UNITED STATES</b>	<b>Yes (*)</b> *The OMS considers this test the Gold Standard to detect COVID-19. The Laboratory provides the results in English	<b>Yes (*)</b> *The OMS considers this test the Gold Standard to detect COVID-19.	<b>Yes (*)</b> *The OMS considers this test the Gold Standard to detect COVID-19.	<b>No (*)</b> (Some exemptions may apply, please consult your Embassy or Airline).
<b>HOW IS THE SAMPLE TAKEN?</b>	Throat and Nose Swab, with 2 swabs.	1 Nose Swab.	1 Nose Swab.	1 Nose Swab.
<b>REQUIREMENTS</b>	At least 3 hours before the test, you must: - Not eat or drink anything - Do not use nose drops, sprays, or rinses	No requirements	At least 3 hours before the test, you must: - Not smoking - Do not use nose drops, sprays, or rinses	No requirements
<b>WHAT YOU NEED TO MAKE AN APPOINTMENT</b>	APPOINTMENT NECESSARY - Fill and sign the form authorizing your results to be sent via email during your appointment	APPOINTMENT NECESSARY - Fill and sign the form authorizing your results to be sent via email	APPOINTMENT NECESSARY - Fill and sign the form authorizing your results to be sent via email	YOU MUST MAKE YOUR APPOINTMENT IN THEIR WEBSITE - Fill and sign the form authorizing your results to be sent via email
<b>IN-HOTEL SERVICE</b>	<b>Yes</b> , with prior appointment and hotel authorization.	<b>Yes</b> , with an extra \$500 MXN charge	<b>Yes</b> , at extra charge. For groups of 10 or more tests, there is no charge for in-hotel service.	<b>No</b>

Test Results are provided in Spanish. Prices are subject to change.  
Park Royal Hotels & Resorts is not liable for any change in your destination country's entry requirements or travel dates and plans that could affect the time the Test Results are valid for entry or travel.

The information presented here is for informational purposes. It is not a substitute for medical advice. People who need a COVID-19 test should directly contact the provider of their choice without any liability to Park Royal Hotels & Resorts and its brands.

## SARS COVID-19 TESTING

### COZUMEL

TEST	PCR \$2250 MXN	Antigen \$999 MXN	Antibodies \$799 MXN	PCR \$3,900 MXN (Tax included)
<b>LABORATORY</b>	Grupo Médico Costamex			
<b>HOW LONG DOES IT TAKE TO GET RESULTS?</b>	Same Day	Same Day	Same Day	24 to 36 hrs. Results are sent via email.
<b>VALID FOR TRAVEL TO THE UNITED STATES</b>	<b>Yes (*)</b> *The OMS considers this test the Gold Standard to detect COVID-19. As some exemptions may apply, please consult your Embassy or airline.	<b>No (*)</b> Some countries and airlines accept it. Please consult your Embassy or airline.	<b>No (*)</b> Some exemptions apply. Please consult your Embassy or airline.	
<b>HOW IS THE SAMPLE TAKEN?</b>	Throat and Nose Swab, with 2 swabs.	1 Nose Swab.	Blood test	
<b>REQUIREMENTS</b>	At least 3 hours before the test, you must: - Not eat or drink anything - Not smoke - Do not wash your teeth or use mouthwash - Do not use nose drops, sprays, or rinses	At least 3 hours before the test, you must: - Not smoke - Do not use nose drops, sprays, or rinses	No previous requirements.	
<b>WHAT YOU NEED TO MAKE AN APPOINTMENT</b>	APPOINTMENT NECESSARY - Valid government-issued ID - Fill out the Epidemiological Form - Fill and sign the form authorizing your results to be sent via email	APPOINTMENT NECESSARY - Valid government-issued ID - Fill and sign the form authorizing your results to be sent via email	- Valid government-issued ID - Fill and sign the form authorizing your results to be sent via email	APPOINTMENT NECESSARY - Make your appointment at least 24 hours in advance - Test hours: Monday to Saturday, from 7:30 AM to 11 AM
<b>IN-HOTEL SERVICE</b>	<b>Yes</b> , with prior appointment and hotel authorization. Extra charge.	<b>Yes</b> , with prior appointment and hotel authorization. Extra charge.	<b>Yes</b> , with prior appointment and hotel authorization. Extra charge.	

The discounted PCR Test price for guests or referred patients is \$2,250 MXN.

Don't forget to fill and sign the "Form authorizing your results to be sent via email." If you fail to do so, you will need to go in person to the hospital to pick up the printed results, and you will need to present a valid ID. In-Hotel Service has an extra charge. Test Results are provided in Spanish. Should your Airline or Embassy request them in English, consider an additional 24 hours after the results are ready. Prices are subject to change.  
\*Grupo Médico Costamex is not liable for any change in your destination country's entry requirements or for travel dates and plans that could affect the time the Test Results are valid for entry or travel.

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## SARS COVID-19 TESTING

### PUERTO VALLARTA

TEST	PCR \$3,900 MXN (Tax included)	PCR \$3,100 MXN (Plus 16% Tax)
<b>LABORATORY</b>	Hospital CMQ	Hospiten
<b>HOW LONG DOES IT TAKE TO GET RESULTS?</b>	24 to 36 hrs. Results are sent via email.	24 to 36 hrs. Results are sent via email.
<b>REQUIREMENTS</b>	<b>APPOINTMENT NECESSARY</b> - Make your appointment at least 24 hours in advance - Test hours: Monday to Saturday, from 7:30 AM to 11 AM	<b>APPOINTMENT NECESSARY</b> - Make your appointment at least 72 hours in advance - Test hours: Monday to Saturday, from 7:30 AM to 11 AM
Test Results are provided in Spanish. Prices are subject to change. Park Royal Hotels & Resorts is not liable for any change in your destination country's entry requirements or travel dates and plans that could affect the time the Test Results are valid for entry or travel.		

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## SARS COVID-19 TESTING

### ACAPULCO

TEST	PCR \$2,099 MXN	ANTIGEN \$649 MXN	ANTIBODY \$549 MXN	PCR \$2,900 MXN	ANTIGEN \$1,090 MXN RAPID TEST
<b>LABORATORY</b>	URIBE Laboratories			AZUMED	
<b>HOW LONG DOES IT TAKE TO GET RESULTS?</b>	48 h	24 h	24 h	2 to 3 days	15 min.
<b>VALID FOR TRAVELING TO THE UNITED STATES</b>	Approved in airports of all destinations.	Approved. Not all destinations accept Antigen instead of PCR test. Check before your trip if it is accepted in your destination.	Not accepted for traveling. It is used to know if you have Covid-19 or if you already had the virus. For reliable results the sample should be taken at least 7 days after exposure to the virus or at the first symptoms.		
<b>METHOD</b>	Molecular method: Direct detection of the virus genome for subsequent amplification and interpretation. Although the viral load may be low, through this method the genome is amplifying to obtaining reliable results.	Immunochromatographic method: Direct detection of virus proteins (proteins that surround the virus). If the viral load is low, there may be negative results in patients with active infection.	Immunochromatographic method: Detection of antibodies created by the immune system after the exposure to the virus. Can be applied 7 days after having contact or presenting symptoms as this is the period for the immune system to create antibodies.	A nasal swab sample is collected for detecting and analyzing the virus genetic material.	A nasal swab sample is collected and a reagent is applied to detect protein in the virus.
<b>REQUIREMENTS</b>	No oral hygiene (toothpaste, mouthwash, etc.) Do not use nasal spray (e.g. nasal congestion products)	No oral hygiene (toothpaste, mouthwash, etc.) Do not use nasal spray (e.g. nasal congestion products)	4 to 2 hours of fasting. Do not eat high-fat foods in the previous 12 hours		
<b>WHAT YOU NEED TO MAKE AN APPOINTMENT</b>	Appointment necessary	Appointment necessary	Appointment necessary	Test hours: Monday to Friday, 9:00 to 13:00 h	
<b>IN-HOTEL SERVICE</b>	In-hotel services at your convenience upon availability with at NO ADDITIONAL COST. The test is applied by our well trained staff. With the appropriate protective equipment. Total privacy and discretion.			Yes, without charge	
Test Results are provided in Spanish. Prices are subject to change. Park Royal Hotels & Resorts is not liable for any change in your destination country's entry requirements or travel dates and plans that could affect the period the Test Results are valid for entry or travel.					

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## SARS COVID-19 TESTING

### HUATULCO

TEST	PCR \$3,000 MXN	Antigen \$1,200 MXN	Antibodies \$1,700 MXN
LABORATORY	Laboratorio Huatulco		
HOW LONG DOES IT TAKE TO GET RESULTS?	48 a 72 h	4 a 5 h	24 h
VALID FOR TRAVEL TO THE UNITED STATES	Yes	Not for airlines	No
METHOD	RT-PCR Molecular biology	ELISA Blood Test	Chemiluminescence
REQUIREMENTS	None	None	None
WHAT YOU NEED TO MAKE AN APPOINTMENT	Valid ID Book your appointment at least 3 days in advance	Valid ID Book your appointment at least 3 days in advance	Valid ID Book your appointment at least 3 days in advance
IN-HOTEL SERVICE	Yes	Yes	Yes
<p>Adress: Calle Palma Real, between park De las Ollas and Palma Real Hotel, 70987, Crucecita, Oaxaca Hours: 07:00 h to 18:00 h Phone: 958 116 5915</p> <p><small>Test Results are provided in Spanish. Prices are subject to change. Park Royal Hotels &amp; Resorts is not liable for any change in your destination country's entry requirements or travel dates and plans that could affect the period the Test Results are valid for entry or travel.</small></p>			

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## SARS COVID-19 TESTING

### IXTAPA-ZIHUATANEJO

TEST	PCR \$4,500 MXN ANTIGEN \$1,500 MXN	PCR \$3,500 MXN ANTIGEN \$2,000 MXN	PCR \$4,200 MXN ANTIGEN \$2,500 MXN	PCR \$4,800 MXN ANTIGEN \$2,500 MXN
LABORATORY	Zihua Lab 755 688 1902 755 141 8424	Laboratorio Clínico Integral 755 554 0143 755 108 4800	Laboratorio NDP 755 125 3118 755 554 5373	Clinica Medicel Zihuatanejo 755 554 8617
HOW LONG DOES IT TAKE TO GET RESULTS?	24 a 48 h	48 a 72 h	5 working days	48 a 72 h
VALID FOR TRAVELING TO THE UNITED STATES	Yes	Yes	Yes	Yes
METHOD	PCR / Antigen	PCR / Antigen	PCR / Antigen	PCR / Antigen
REQUIREMENTS	Three hours before the test: No smoking Do not use drops or nasal spray	Three hours before the test: No smoking Do not use drops or nasal spray	Three hours before the test: No smoking Do not use drops or nasal spray	Three hours before the test: No smoking Do not use drops or nasal spray
WHAT YOU NEED TO MAKE AN APPOINTMENT	Monday to Friday Appointment necessary	Monday to Thursday at 08:00 h Appointment necessary	Monday and Thursday 11:00 to 12:00 h Appointment necessary	Appointment necessary
IN-HOTEL SERVICE	No	Yes, without charge	No	No
<p><small>Test Results are provided in Spanish. Prices are subject to change. Park Royal Hotels &amp; Resorts is not liable for any change in your destination country's entry requirements or travel dates and plans that could affect the period the Test Results are valid for entry or travel.</small></p>				

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## SARS-COVID-19 TESTS

### MAZATLÁN

TEST	PCR \$950 MXN	PCR \$2,650 MXN	PCR \$3,180 MXN	PCR \$2,550 MXN
LABORATORY	Salud Digna	Hospital Sharp	Hospital Marina	Delia Barraza Laboratorio
HOW LONG DOES IT TAKE TO GET RESULTS?	24 / 72 h	24 h	72 to 96 h	24 to 72 h
VALID FOR TRAVEL TO THE UNITED STATES	Yes	Yes	Yes	Yes
REQUIREMENTS	APPOINTMENT NECESSARY	APPOINTMENT NECESSARY	APPOINTMENT NECESSARY	APPOINTMENT NECESSARY
WHAT YOU NEED TO MAKE AN APPOINTMENT	ON-LINE APPOINTMENTS <a href="https://salud-digna.org/covid-19/estudio-covid-19/">https://salud-digna.org/covid-19/estudio-covid-19/</a>	+52 669 986 5678	+52 669 913 1020	+52 667 758 2929
IN-HOTEL SERVICE	No	No	No	Yes

Test Results are provided in Spanish. Prices are subject to change.  
Park Royal Hotels & Resorts is not liable for any change in your destination country's entry requirements or travel dates and plans that could affect the time the Test Results are valid for entry or travel.

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## SARS COVID-19 TESTING

### LOS CABOS

TEST	PCR \$6,786.00 MXN (Tax included)	ANTIGEN \$1,387.36 MXN (Tax included)	ANTIBODY \$1,357.20 MXN (Tax included)
LABORATORY	ECONOLAB		
HOW LONG DOES IT TAKE TO GET RESULTS?	24 to 48 h After sample collection	The same day	The same day
VALID FOR TRAVELING TO THE UNITED STATES	Yes	Yes	Yes
METHOD	Pharyngeal Exudate (1 nasal cavity) 1 cotton swab	Pharyngeal Exudate (1 nasal cavity) 1 cotton swab	Chromatography of diffusion
REQUIREMENTS	Without prior requirements	Without prior requirements	Without prior requirements
WHAT YOU NEED TO MAKE AN APPOINTMENT	Appointment necessary	Appointment necessary	Appointment necessary
IN-HOTEL SERVICE	Yes, at the hotel facilities	Yes, at the hotel facilities	Yes, at the hotel facilities

Tests at a discount price for guests or referral patients:  
PCR \$5,220.00 MXN | Antigen \$1,067.20 MXN | Antibody \$1,044.00 MXN Tax included.

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## FREQUENTLY ASKED QUESTIONS

We put at your disposal the following FAQ which will be able to help you with any questions regarding the new regulations and implementations carried out by Park Royal Hotels & Resorts.

### **WHAT KIND OF COVID19 TESTING IS REQUIRED?**

Negative Antigen Test for USA and Negative PCR test for Canada, in case of coming from another country to those mentioned above, we recommend that you inquire in advance about the type of proof that you require.

### **WHEN SHOULD I TAKE AN EXAM TO TRAVEL?**

The test must be taken no more than 3 days before the departure of your return flight to your country of origin. Make sure you have the results in your email before your flight departure and the proper documentation to show the results to the airline. All passengers who do not comply with these regulations will not be permitted to board the flight.

### **WHAT IF I RECENTLY RECOVERED FROM COVID-19?**

The CDC's (Centers for Disease Control and Prevention) recommends traveling with a letter from your health care provider stating that you are authorized to travel.

### **WHAT IF I DON'T TAKE A TEST AND WANT TO TRAVEL TO THE US, CANADA, OR OTHER COUNTRIES THAT REQUIRE A NEGATIVE TEST?**

Any passenger traveling to the US or Canada or other countries that require a negative test, must provide a test result that meets the required characteristic, otherwise they will not be permitted to board the flight.

### **WHAT HAPPENS IF I TEST POSITIVE DURING THE HOTEL STAY?**

If you test positive for COVID-19 while in the hotel, you must isolate yourself immediately. At Park Royal Hotels & Resorts we have rooms designated for the quarantine period with a preferential rate. You will be confined to the room and will not be allowed to leave for the duration of the 14 days required quarantine and a negative test. 3 meals a day and non-alcoholic beverages will be provided.



#### **WHAT IS A VERIFIABLE TEST RESULT?**

Result obtained from a NAAT or viral antigen test; a negative result is required within 3 days before the flight. The verifiable test result must be in the form of a written document on paper or electronic format certified by a physician or hospital.

#### **DO I NEED TO TAKE A TEST BEFORE TRAVELING TO MEXICO?**

Providing a negative test is not required to enter Mexico, but it is recommended to get tested before traveling.

#### **WHAT HAPPENS IF MY FLIGHT IS DELAYED AND EXCEEDS THE 3-DAY LIMIT FOR THE TRIAL?**

If your flight is delayed, your proof is still required to be within 3 days. If your test passes the 3-day requirement, you will need to take it again.

#### **IF I AM CONNECTING TO ANOTHER COUNTRY THROUGH THE US, DO I STILL NEED TO GET TESTED?**

Yes. Any flight entering the United States, even for a connection, will require a test prior to departure.

#### **WHAT IF I HAVE HAD THE COVID-19 VACCINE?**

You have yet to provide a negative COVID-19 test result, please make sure you receive the certificate and information from your local medical provider before traveling to have on hand to return either electronically or printed format.

#### **HOW MUCH DO COVID-19 TESTS COST AND WHERE CAN I GET THEM?**

Each resort complies with local health centers for discount rates: verify rates with each individual Resort as prices may vary by destination.

#### **HOW DOES PARK ROYAL HOTELS & RESORTS TAKE CARE OF AND PROTECT ITS GUESTS?**

With **Cristal International Standards**<sup>®</sup> and **Safe Guest Program**<sup>®</sup> we guarantee the implementation of new and reinforced hygiene and safety protocols and cleaning measures. All of our employees have PPE equipment to keep guests safe and healthy at all times, to guarantee their safety as well.