



## **Update on free Medical Assistance coverage at Blue Diamond Resorts properties**

August 25, 2021

Keeping our promise to provide Safety-Assured Vacations to our valued guests and to ensure they feel safe and confident when traveling to our destinations, we would like to inform you about some updates regarding Free Medical Assistance coverage.

We are happy to share that we have decided to extend our current Medical Assistance coverage program for free until **December 31, 2021**, for guests travelling to any of our destinations from the United States.

### **All-In Medical Assistance**

Thanks to our partnership with MAS Services, all guests arriving from the U.S. can benefit from an extended Medical Assistance coverage to cover the cost of any accidents or illness, including COVID-19 related medical needs while on vacation. Coverage can be shared by up to four travelers and includes, but is not limited to, medical assistance for accidents, outpatient medication, emergency medical transportation, assistance with locating lost or stolen luggage, 24-hour legal assistance, travel disruption, and more. Click [here](#) to learn more and register.

### **Viral Antigen Testing**

We would also like to remind you that our current coverage program for free on-site COVID-19 viral tests remain until December 31, 2021, for guests traveling by air from the United States to Cancun, Punta Cana, Costa Rica, and Jamaica. Note that reservations should have a 3-night minimum length of stay to receive this service free of charge in Jamaica, Costa Rica, and Cancun. Punta Cana currently does not require a minimum length of stay.

Testing will be carried out by a medical professional in a designated area of the resort, and we strongly encourage guests to schedule their appointment upon arrival to the property through our Guest Services team due to high demand. Test results will be available the same day and will be delivered to the guest's room or available at the Front Desk.

For guests arriving to Saint Lucia, Antigua, and Grenada, viral antigen testing is available on property at an extra cost.

**Disclaimer:** COVID-19 viral testing is a third-party service provided by a certified local lab in alliance with our in-house doctors. Blue Diamond Resorts will not accept responsibility for any disputes related to the use of this service. COVID-19 viral testing is at the complete discretion of the guest and guests will always have the option to visit any local clinic to take the test on their own.

The safety of our guests and employees are our priority and it is our promise that we will continue to share up-to-date information as it becomes available.

Kind Regards,

Blue Diamond Resorts

*This information was valid on the date this policy was published and is subject to change.*



July 19, 2021

Dear Travel Partners,

We would like to share that we continue with our coverage program for free on-site COVID-19 viral tests remains until December 31, 2021, for guests travelling by air from the United States to Cancun, Punta Cana, Costa Rica and Jamaica. Note that reservations should have a 3-night minimum length of stay in order to receive this service free of charge in Cancun, Jamaica, Cancun and Costa Rica. Punta Cana currently doesn't require a minimum length of stay.

For those guests arriving to Saint Lucia and Antigua, the viral antigen testing is available on property at an extra cost.

This procedure will be carried out by a medical professional in a designated area of the resort and we strongly encourage guests to schedule their appointment upon arrival to the property through our Guest Services team due to high demand.

Please, consider that the PCR and Antigen viral tests cost can vary at any time, so it will be confirmed directly by the chosen clinic/lab at the time of the test. See below chart for more information regarding current rates and results timing:

Hotel / Destination	Price Antigen viral test	Price PCR test
Cancun	\$50 USD Result in 20-30 min	\$69 USD Results 36-72 hrs
Holbox	\$50 USD Results in 24 hrs	\$150 USD Results in 48 hrs
Punta Cana	\$35 USD Result in 20-30 min	\$78 USD Results in 72 hrs
Jamaica	\$45 USD Result in 20-30 min	\$150 USD Results in 24-48 hrs
Antigua	\$200 USD Results in 72 hrs	\$250 USD Results in 72 hrs
Mystique Saint Lucia / Starfish Saint Lucia	\$100 USD Results in 24 hrs	\$200 USD Results in 72 hrs
Royalton Saint Lucia/ Hideaway	\$40 USD Results in 72 hrs	\$150 USD Results in 72 hrs
Costa Rica	N/A	\$150 Results in 36-46 hrs

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If any of our guests test positive for COVID-19, we have established very strict protocols to ensure the health and safety of other guests and employees. A special rate is also in place for those that need to stay longer at destination due to COVID-19 positive results.

DESTINATION	HOTEL	RATE	
MEXICO	Royalton Riviera Cancun	\$ 80.00	ppn in DBL occ
	Hideaway at RRC		
	Royalton CHIC Suites Cancun		
	Planet Hollywood Cancun	\$ 80.00	ppn in DBL occ
	Adult Scene Cancun		
	Mystique Holbox	\$ 140.00	<b>Per Room SGL or DBL occ ** EP</b>
DOMINICAN REP	Royalton Punta Cana	\$ 80.00	ppn in DBL occ
	Hideaway at RPC		
	Royalton Bavaro		
	Royalton Splash Punta Cana	\$ 75.00	ppn in DBL occ
JAMAICA	Royalton White Sands	\$ 120.00	ppn in DBL occ
	Royalton Blue Waters		
	Royalton Negril		
	Hideaway at RNG		
	Grand Lido Negril		
COSTA RICA	Planet Hollywood Costa Rica	\$ 120.00	ppn in DBL occ
EASTER CARIBBEAN	Royalton Antigua	\$ 120.00	ppn in DBL occ
	Royalton St. Lucia		
	Hideaway Saint Lucia		
	Royalton Grenada		
	Mystique St. Lucia *	\$ 100.00	<b>ppn in DBL occ ***AI</b>
	Starfish Saint Lucia	\$ 85.00	ppn in DBL occ

\* Supplement: Single + 50%, extra pax -25%, Kids 2-12 -50%

**Disclaimer** - COVID-19 PCR testing is a third-party service provided by our trusted hospital partners in destination, and the service must be considered an agreement between the guest and the provider. Blue Diamond Resorts will not accept responsibility for any disputes related to the use of this service. The use of this service is at the complete discretion of the guest and guests will always have the option to visit any local clinic to take the test on their own.

The safety of our guests and employees are our priority and it is our promise that we will continue to share up to date information as it becomes available.

Kind Regards,  
Blue Diamond Resorts

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