



Update on free Medical Assistance coverage at Blue Diamond Resorts properties

March 26, 2021

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

We are happy to inform that, in addition to the extension of our free on-site COVID-19 viral tests program, we have decided to extend our current Medical Assistance coverage program for free until **June 30, 2021**, for guests traveling to any of our destinations from the United States.

All-In Medical Assistance

Thanks to our partnership with MAS Servicios, all guests arriving from the US 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 remains until December 31, 2021, for guests traveling by air from the United States to Cancun, Punta Cana, Costa Rica and Jamaica. Besides, we have also extended this benefit to guests traveling to Antigua until April 30, 2021. Note that reservations should have a 3-night minimum length of stay to receive this service free of charge in Antigua, Jamaica, Costa Rica and Cancun. Punta Cana currently does not require a minimum length of stay.

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 since there are currently many requests for this procedure. Test results will be available the same day and will be delivered to the guest's room or available at the Front Desk.

For those guests arriving to Saint Lucia, the 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. 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. To learn more about our Safety-Assured Vacations protocols and download the complete guide, please [click here](#).

Kind Regards,

Blue Diamond Resorts

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

FREQUENTLY ASKED QUESTIONS

All-In Medical Assistance

Valued guests of Blue Diamond Resorts are now eligible to receive free health assistance during their stay at any Blue Diamond Resorts property in Mexico, Jamaica, the Dominican Republic, Antigua, Saint Lucia, Grenada and Tobago. Register with Blue Diamond's chosen health assistance partner, MAS SERVICIOS, prior to check-in to be covered for any medical emergency, including COVID-19, from the moment you arrive until your departure at all participating resorts. Note that you are required to register before check-in; otherwise coverage will be forfeited.

Guests Traveling from the United States that booked through travel agencies and tour operators:

These U.S. travelers staying for 4 nights and up can now benefit from free extended medical assistance to cover the cost of an accident or illness, including COVID-19 related medical needs while on vacation. Coverage 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, hotel expenses for convalescence and more.

Which hotels include All-In Medical Assistance?

Mexico	Royalton Riviera Cancun Resort and Spa
	Hideaway at Royalton Riviera Cancun
	Mystique Holbox by Royalton
	Royalton CHIC Suites Cancun Resort and Spa
	Planet Hollywood Beach Resort Cancun
	Planet Hollywood Adult Scene Cancun
Costa Rica	Planet Hollywood Beach Resort Costa Rica
Punta Cana	Royalton Splash Punta Cana Resort and Spa
	Royalton CHIC Punta Cana Resort and Spa
	Royalton Punta Cana Resort and Casino
	Royalton Bavaro Resort and Spa
	Hideaway at Royalton Punta Cana
Jamaica	Royalton Blue Waters
	Royalton White Sands Montego Bay
	Royalton Negril Resort and Spa
	Hideaway at Royalton Negril
Saint Lucia	Grand Lido Negril Au Naturel All Suite Resort
	Royalton Saint Lucia
	Hideaway at Royalton Saint Lucia
	Starfish Saint Lucia Resort and Spa

	Mystique Saint Lucia by Royalton
Antigua	Royalton Antigua Resort and Spa
Grenada	Royalton Grenada Resort and Spa

What does the All-In Medical Assistance package include?

BENEFITS	World level coverage
Medical assistance due to accident	Up to USD 55,000
Medical assistance due to illness / COVID INCLUDED	Up to USD 55,000
First medical attention for pre-existing pain	Up to USD 1,000
Outpatient medications	Up to USD 2,000
Medication for hospitalization	These are included in the medical assistance above, up to USD 55,000
Dental assistance	Up to USD 250
Emergency medical transfer	Up to USD 50,000
Health transfer or repatriation	Up to USD 50,000
Funeral transfer or repatriation	Up to USD 50,000
Hotel expenses for convalescence	Up to 15 DAYS /14 Nights for USD 100 per night
Trip interruption	Up to USD 250
24-hour telephone medical assistance	
Psychological assistance	
Home doctor	
Early return due to death of a relative	
Early return for home-related accidents	
Accompaniment of children under 15 years of age	
Accompaniment of elderly family members over 75 years	
Transfer of a family member due to an emergency	
Orientation in the case of loss of documents	
Checked luggage location	
Concierge assistance	
24-hour legal assistance	
Telemedicine	

For guests arriving to Costa Rica, please note that the Ministry of Health has not yet approved the viral antigen test, but PCR tests are available by appointment at the property for approximately \$150 USD and results are typically available after 36-48 hours.

What happens if I have to stay in destination due to a positive COVID-19 viral test?

Guests that have been hospitalized for 5 nights or more will have hotel expenses for convalescence covered for up to \$100 USD per night for 15 days and 14 nights.

Moreover, the resorts offer a special rate for any guest that tests positive plus one companion in case they need to stay in destination longer than originally anticipated.

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	Per Room SGL or DBL occ ** EP
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
EASTERN CARIBBEAN	Royalton Antigua	\$ 120.00	ppn in DBL occ
	Royalton St. Lucia		
	Hideaway Saint Lucia		
	Royalton Grenada		
	Mystique St. Lucia *	\$ 100.00	ppn in DBL occ ***AI
	Starfish Saint Lucia	\$ 85.00	ppn in DBL occ

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

What are the terms and conditions of this package?

Click here to view [exclusions](#) and [terms & conditions](#).

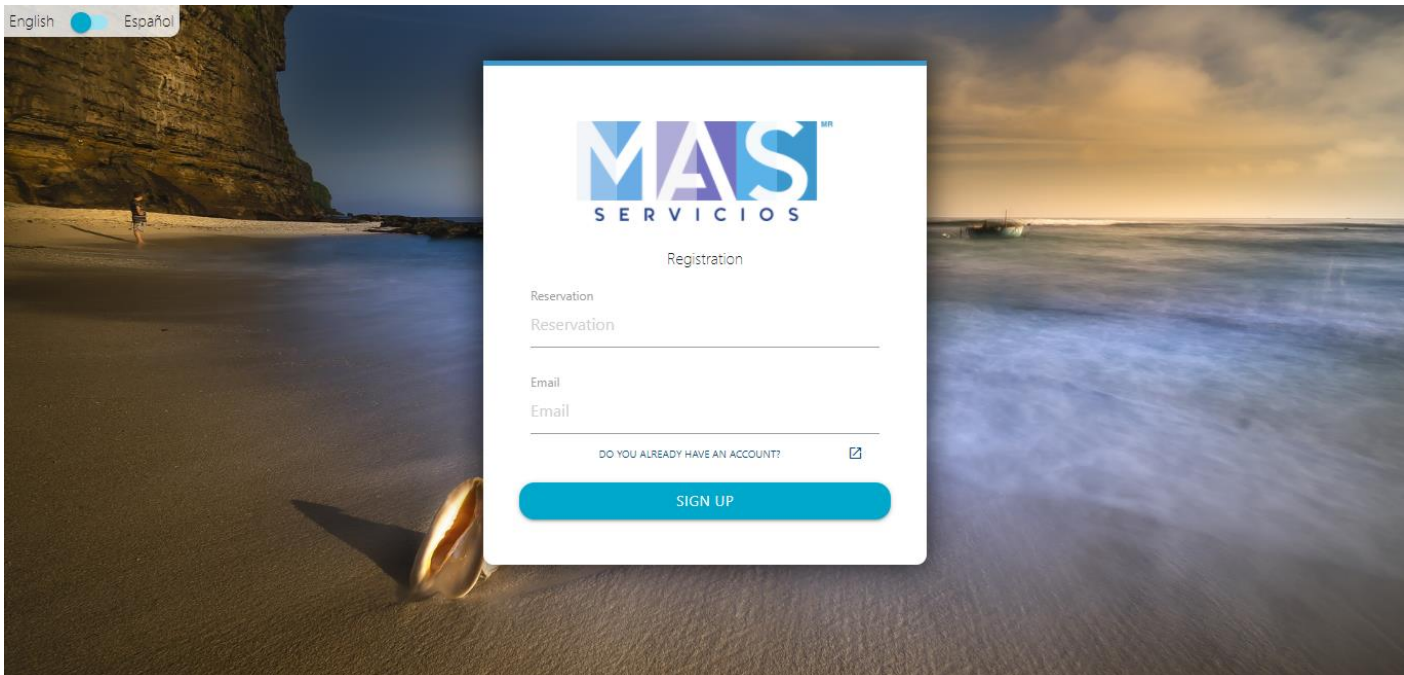
How do I activate my All-In Medical Assistance?

In order to receive the free medical assistance, guests will need to register here: https://bluediamondresorts.masservicios.com.mx/external/blue_diamond.

If guests fail to complete their registration before check-in but still wish to benefit from our All-In Medical Assistance, they still have 24h after check-in to register while on property.

Registration process

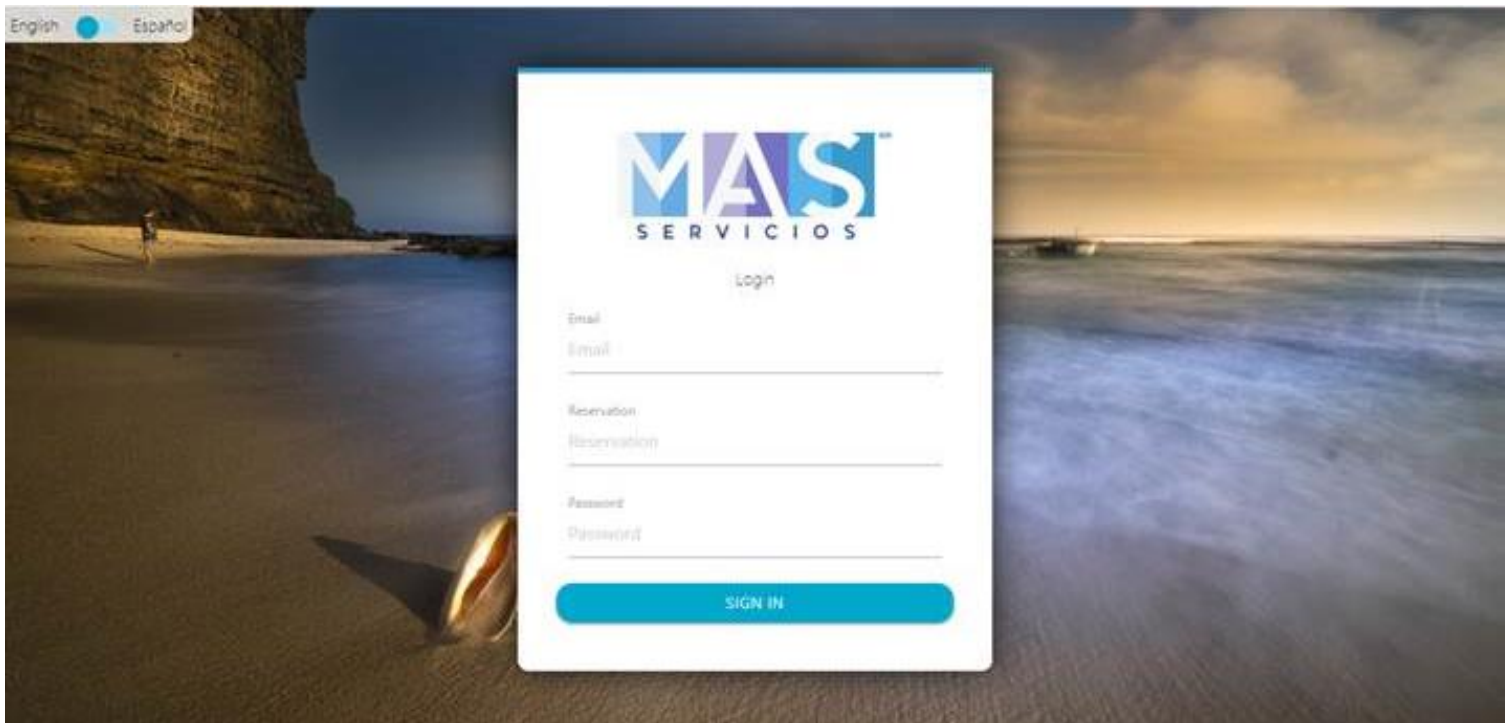
Step 1: Enter your reservation / voucher number (this number can be found on your travel documents) and e-mail and click sign up



The screenshot shows a registration form for MAS SERVICIOS. At the top left, there are language options: "English" and "Español", with "Español" selected. The form itself is white and centered on a background image of a beach at sunset. The MAS SERVICIOS logo is at the top of the form, followed by the word "Registration". Below that, there are two input fields: "Reservation" and "Email", each with a label and a horizontal line for text entry. Under the "Email" field, there is a checkbox labeled "DO YOU ALREADY HAVE AN ACCOUNT?". At the bottom of the form is a blue button with the text "SIGN UP".

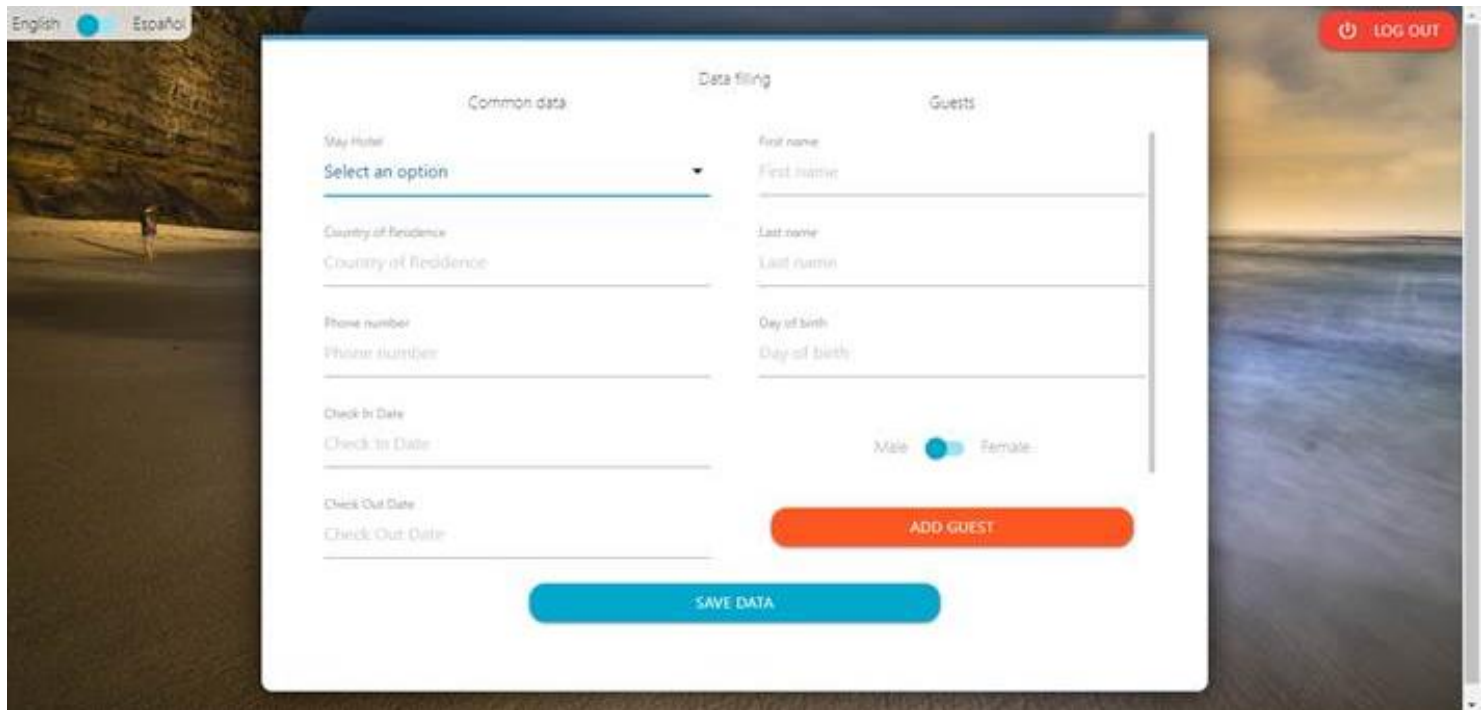
Step 2: Check your e-mail

- You will receive an e-mail from noreply@masservicios.com.mx
- The e-mail will have your registration number, e-mail and password
- Follow the link in the registration e-mail to submit more traveler info and activate your health assistance coverage



Step 3: Click link in the e-mail and submit the following traveler info

- Resort where you will be staying
- The tour operator / travel agency you are traveling with (Vacation Express, ALG, Delta Vacations, Expedia, etc.)
- Complete personal data form for each of the guests traveling with you under the same reservation: country of residence, phone number, check-in date, check-out date, first and last name, birthday and sex. **Note:** There is an orange button to add guests
- Click "Save Data"



The screenshot shows a registration form with the following sections:

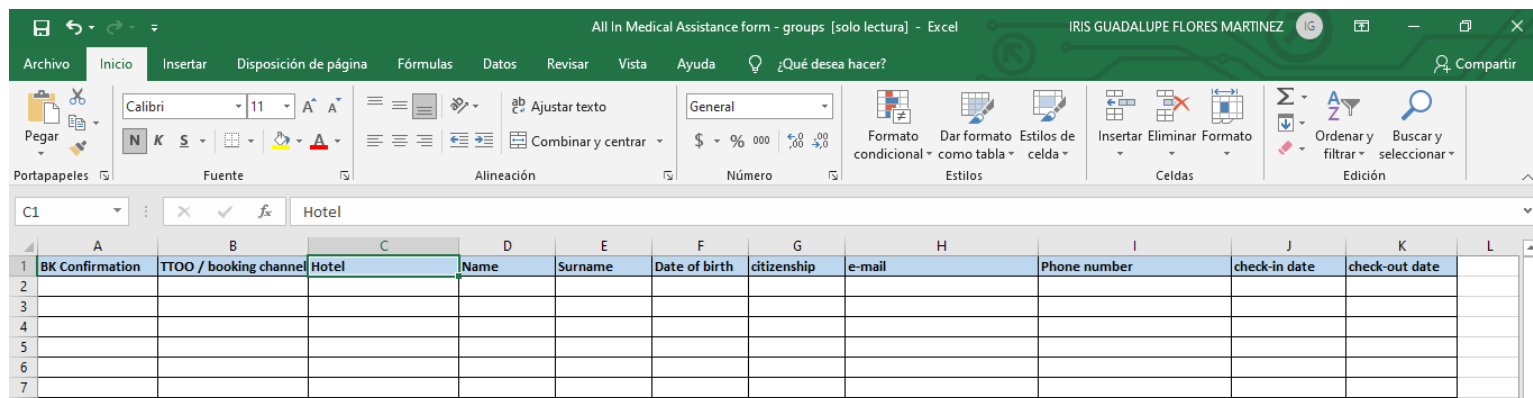
- Language:** English (selected), Español
- Common data:**
 - Stay Hotel: Select an option (dropdown menu)
 - Country of Residence: Country of Residence (text input)
 - Phone number: Phone number (text input)
 - Check In Date: Check In Date (text input)
 - Check Out Date: Check Out Date (text input)
- Data filling:**
 - First name: First name (text input)
 - Last name: Last name (text input)
 - Day of birth: Day of birth (text input)
 - Gender: Male (selected), Female (radio button)
- Guests:** ADD GUEST (orange button)
- Actions:** SAVE DATA (blue button)
- Logout:** LOG OUT (red button)

Once registered, can I update the details of my registration at a later date?

Yes, you can. You will just need to use the link provided in the confirmation e-mail from MAS Servicios, along with your password. You need to include all the names of the passengers you are travelling with.

How do I register my guests in case of a group?

1. Please forward *All-In Medical Assistance form – groups* to the tour leader, so they can coordinate gathering the personal data of each guest in the group. Spreadsheet needs to include:
 - a. Booking confirmation number / voucher
 - b. Tour operator / travel agency
 - c. Resort where they will be staying
 - d. Name
 - e. Surname
 - f. Date of birth
 - g. Citizenship
 - h. E-mail
 - i. Phone number
 - j. Check-in date
 - k. Check-out date



	A	B	C	D	E	F	G	H	I	J	K	L
1	BK Confirmation	TTOO / booking channel	Hotel	Name	Surname	Date of birth	citizenship	e-mail	Phone number	check-in date	check-out date	
2												
3												
4												
5												
6												
7												

- Once the document is completed, the tour operator or travel agency will need to send it to Iris Flores, BDR Key Account Manager at Mas Servicios, at iflores@masservicios.com.mx. She will make sure to input all travelers' data into the MAS Servicios database in case any passenger requires assistance.

Please, let the groups/meeting planner know to contact Iris by e-mail (iflores@masservicios.com.mx) if they need assistance with their group.

Once in destination, how can I receive medical assistance?

- If you need medical assistance when you're in destination, please contact the hotel guest services team to report your issue.
- Then, call MAS Servicios using one of the below contact methods to report the emergency:



- MAS Servicios will direct you to the closest hospital/doctor and the guest services team at the property will be available to assist you in reaching them
- If you have visited a doctor by yourself while in destination, you must to notify the medical call center within 24 hours

Which hospitals are included in the agreement?

Destination	Hospitals & clinics	comments
Cancun	Hospital Galenia	
	Hospital Playamed	
	House Call	
Punta Cana	Hospiturs International Clinic del Este SRL	
	Centro Médico Punta Cana	
	House Call	
Barbados	Urgent Care Mobile Barbados	
	Sandy Crest Medical Centre	
Jamaica	Andrews Memorial Hospital	
	Hospiten Montego Bay	
	Denzil Whyte	
	House Call	
Antigua and Barbuda	Woods Urgent Care	
	Mount St. John's Medical Centre	
Trinidad y Tobago	Newtown Medical Centre	
Saint Lucia	Tapion Hospital	
Granada	Grenada General Hospital	
Negril	Omega Medical Services Limited	



How to activate my
**ALL-IN MEDICAL
ASSISTANCE**



**Register here to
activate your travel
assistance.**

1



**Enter your reservation
number, email and
click sign up.**

2



**You will receive a
confirmation e-mail
and password.**

3



**Complete each
traveler information.**

4



Click Submit/Save

5

**To update your
information, please
use your e-mail and
password received in
the confirmation e-mail.**

How does ALL-IN MEDICAL ASSISTANCE WORK at property?



1
If you need medical assistance, report your issue to the hotel guest services team.



2
Contact MAS Servicios to report the emergency:
Phone: +1 954 516 6976
WhatsApp: +57 316 763 6033



3
MAS Servicios will direct you to the closest hospital.

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Outpatient medications	Up to USD 2,000
Medication for hospitalization	These are included in the medical assistance above, (up to USD 55,000)
Dental assistance	Up to USD 250
Emergency medical transfer	Up to USD 50,000
Health transfer or repatriation	Up to USD 50,000
Funeral transfer or repatriation	Up to USD 50,000
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BENEFITS	COVERAGE
Trip interruption	Up to USD 250
Psychological assistance	
Home Doctor	
Early return due to death of a relative	
Early return for home-related accidents	
Accompaniment of children under 15 years of age	
Accompaniment of elderly family members over 75 years	
Transfer of a family member due to an emergency	
Orientation in the case of loss of documents	
Checked luggage location	
Concierge assistance	
24-hour legal assistance	
Telemedicine	