

Iberostar - How We Care update for US Guests



Now Included: Complimentary* COVID-19 antigen tests added to the Travel At Ease assurance package at Iberostar properties in Mexico, the Dominican Republic, Jamaica and Brazil for all US Guests.

How We Care - Additional safety measures to ensure our guests' peace of mind.

Leading in responsible tourism, Iberostar implemented the **How We Care** initiative in April 2020 including **300+ safety and hygiene measures** backed by a Medical Advisory Board and world-renowned accredited institutions. These actions have created the safest environment possible for guests to enjoy their vacation and take full advantage of the luxurious amenities with the utmost care, providing the personalized attention Iberostar prides itself in. **Over 98%** of guests that were surveyed in Iberostar Hotels stated they are **Very Satisfied** or **Satisfied** with the safety measures applied.

Overall Peace of Mind with Travel At Ease - now with complimentary* antigen testing

In addition to all the hygiene and safety measures implemented at all Iberostar properties, we have also expanded what is included with our **Travel At Ease** Complimentary Assurance Package. Effective January 26, 2021, in line with the new CDC guidelines, our guests will now be able to take the COVID-19 antigen test on site before returning to the U.S. This service is provided by an accredited medical testing lab that complies with the requirements of the CDC and is conveniently available **in dedicated facilities within our resorts**. Results are usually provided the same day after testing.

What if a guest tests positive?

In the unlikely event that a guest's vacation is disrupted due to testing positive to COVID-19 during their stay, Iberostar still continues to provide a range of **complimentary** services through **Travel At Ease**. This package includes: **extension of stay at no cost up to 14 days****, full refund of dates not used (in case of early departure), isolation rooms with all necessary amenities, such as constant medical monitoring and contactless room service, among others.

Guests will be advised upon arrival regarding the details of the testing process and will be able to schedule the appointment in advance. Antigen test results will be sent within 30 minutes after the test is completed.

Effective November 8, 2021, upon arrival, Iberostar personnel will advise guests that for fully-vaccinated clients, tests will be scheduled no more than 72 hours before the flight's departure. For non-vaccinated clients, tests will be scheduled no more than 24 hours before the flight's departure, in the morning, and results will be sent in the afternoon.

For those guests interested in taking the PCR test, these will also be available in all our properties at cost.

All properties in Mexico, Dominican Republic, Jamaica and Brazil have on-site testing.

* For bookings made after July 1, 2021 a minimum stay of 5 nights is required; 2 tests max per room, valid until March 31, 2022 for travel until the CDC requires a negative test. For a limited time, for our Jamaica hotels, bookings with a minimum 3-night stay and without a maximum amount of tests per room will get the free antigen tests as well. This special Jamaica incentive is also valid until March 31, 2022 for travel until the CDC requires a negative test. Bookings made before July 1, 2021 don't require the minimum length of stay and there is no maximum amount of tests per room.

** Mexico, Dominican Republic and Jamaica. Other destinations: Up to 10 days.

Subject to change without notice.



Travel at Ease

Complimentary Assurance Package

We are there for you when you need us the most

In the case of you or one of your family members showing symptoms of COVID-19 while on your vacation, Iberostar provides you with a range of complimentary services to enable you to Travel at Ease and focus on relaxing and having fun.

Caring for you and your family

- Isolation rooms will be made available for you and your family members with all necessary amenities including:
 - Constant medical monitoring.
 - Contact-less room service is available 7 days a week, with personalized menu.
 - Prescription medication refills should you run low ***.
 - Additional toiletry amenity pack.
 - Complimentary in room entertainment, games and activities including Star Camp activity packs for children.

*** Where legally possible and available based on the destination and the medication.

Financial Ease

- COVID-19 PCR tests offered at no charge for those exhibiting symptoms and examined by an accredited doctor.
- According to COVID protocol, the guest will have to be confined to their room until they receive a negative PCR test result.
- Extension of stay at no cost up to 14 days* then a special discounted rate** for additional days if required.
- In case of early departure, guests will receive a full refund for the days not used.
- We provide personal protective equipment (masks and gloves) free of charge in case you test positive for Covid-19.
- Single adults who present positive results for COVID-19 and are traveling with children, will be offered special discounted rates* for an accompanying adult to care for the children.

* Mexico, Dominican Republic and Jamaica. Other destinations: 10 days.

** Special rate in Dominican Republic, Mexico, Jamaica and Brazil of : \$50USD per night (children \$25USD). Other destinations offer a 50% discount on the iberostar.com rate.

Valid for reservations through to March 31, 2022.

Applies to all customers, regardless of the booking channel, in case an insurance policy does not cover the services offered by Travel At Ease. Minimum length of stay required. This service is subject to sanitary regulations set by the local government in each destination (local governments can impose additional regulations). Not valid for Iberostar Heritage Grand Amazon. All of the above inclusions are applicable in the event of a positive COVID-19 test result.

We reserve the right to withdraw offer at any time without notice.

How
we
Care



Vacation designed with care

As a leader in responsible tourism, Iberostar has implemented 300+ safety and hygiene measures backed by a Medical Advisory Board and guidance from world-renowned accredited institutions such as the WHO.

In addition to the extensive preventative measures Iberostar provides, various complimentary services and support are available in case you need them while staying at one of our luxury resorts in any destination.



December, 2021