



HAVEN RESORTS & SPAS PROMISE - WE CARE - SAFETY FIRST

Safety Protocols, COVID-19 Testing, Health Insurance & Rebooking Policies

WE CARE - SAFETY FIRST:

The safety of our guests, staff and community remains our top priority and we will continue to implement enhanced safety measures. Haven Riviera Cancun Resort & Spa will commit to:

- Have all rooms fully cleaned and sanitized on a daily basis including: sanitization of all smooth surfaces, touch points, bedding and fabrics.
- Have all the public areas, surfaces, and touch points (handrails, elevator buttons, door handles and knobs) sanitized multiple times throughout the day.
- Have hand sanitizer dispensers available throughout the property, both in front and back-of-house locations.
- Enforce social distancing measures and continue to use throughout the resort, as well as floor markets, to remind all at the resort to keep a healthy distance.
- Keep all table set ups and seating arrangements adjusted to meet safe recommended distances, including bar stools, sun chairs, daybeds, etc.
- Implement strict hygiene policies for staff, including the mandatory hand washing and hand sanitizing several times a day as well as daily health briefings.
- Remind our guests and employees of resources at their disposal including: on-call doctors, nearby hospitals, local pharmacies that deliver and more.
- Offer guests the opportunity to have rooms cleaned less frequently (every other day, twice per stay, etc.) to reduce the risk for cross-contamination.
- Abide by any new mandatory policies, laws and regulations implemented and suggested by local authorities.

HAVEN PROVIDES COVID-19 TESTING:

Haven Resorts & Spas is pleased to announce we'll be providing complimentary ANTIGEN testing on-property for guests traveling to the U.S. or Canada, in order to comply with the CDC US Travel regulations.

On-site ANTIGEN testing will be administered by Hospiten, Monday through Friday, in a designated area of the resort. Guests who require the test will register upon arrival for their preferred date and time on a first-come, first-serve basis. Once an appointment is made, Hospiten will take a sample by a medical personnel for the ANTIGEN test. The result should be available in 30 minutes. Once complete, results will be provided and delivered to the guest by means of a certificate in two languages (Spanish and English). Should a guest wish to have a PCR test, these will also be available for a fee of \$125 including all taxes. These results will take approximately 72-hours.

Guests are also required by the CDC to provide an attestation to airlines flying to the U.S. More details can be found [here](#). This special program will be in effect until further notice.

HAVEN PROVIDES FREE HEALTH INSURANCE FOR ALL GUESTS:

Haven Resorts & Spas are very pleased to offer all guests of Haven Riviera Cancun complimentary health insurance for the duration of their stay. Further reinforcing our commitment to guests' wellness, this health insurance will protect guests against any unforeseen circumstances, should they be diagnosed with COVID-19 during their stay. This initiative is provided by Haven Resorts & Spas, completely free of cost for all guests who book our hotel through all booking channels. This health insurance is available for stays up to December 21, 2021 (inclusive).

Guests will be automatically insured from the moment they arrive and remain insured until they check-out. There are no pre-arrival registration forms to complete. Our Front Desk staff will assist you upon your arrival and provide you with a free hotline number to get support and to use your coverage.

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



Benefits and limitations of the health insurance include:

- Medical expenses while in Mexico - including surgical, pharmaceutical and hospitalization; incurred as a result of illness (including COVID-19) or an accident during stay at Haven – Limit: €6,000
- Medical transfer of a sick or injured guest to their country of origin – Limit: €3,000
- Emergency transportation from hotel to hospital
- Extension of guest's stay due to illness (including COVID-19) or accident (maximum 14 days) - Limit: €75/day
- Return of insured companions to their country of origin (included in the same booking)
- Relocation of a person to accompany the sick or injured guest in the event of hospitalization (exceeding 5 days) to a location near the hospital
- Lodging expenses for a person to accompany the hospitalized insured person (exceeding 5 days) (maximum 10 days) - Limit: €100/day
- Dispatch of a doctor to the hotel
- Extension of stay of traveling companion due to hospitalization of the sick or injured guest (maximum stay 10 days) - Limit: €100/day
- Relocation of companion on-site (maximum 10 days) - Limit: €20/day
- Lodging expenses of companion at a clinic (maximum 10 days) - Limit: €100/day
- Medical phone consultation
- Transfer of human remains to their country of origin – Limit: €3,000
- Emergency dental expenses – Limit: €300
- Expenses incurred for trip interruption due to illness or accident - Limit: €500

In markets where the euro (€) is not the local currency, Europ Assistance (the insurer) will apply the exchange rate valid on the day of the claim.

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