



KARISMA HOTELS & RESORTS OFFERS ON-SITE COVID-19 TESTING FOR GUESTS

MOST COMMON QUESTIONS:

1. Which test will you providing?

We have the capabilities to provide antigen and PCR tests on property. The first antigen test will be available free of charge at the hotels for guests traveling to the U.S. departing as of January 26 in response to new CDC requirements that all air passengers entering the United States produce a negative antigen test. For guests whose countries require a PCR test (i.e. Canadian and UK Residents), Karisma will have facilities on-property to conduct the test at an at-cost rate of \$132 in Mexico and \$79 in the Dominican Republic).

2. How can I book my test appointment?

Contact your personal concierge upon arrival for testing. Note that appointments will be provided on a first-come, first-serve basis. If a guest fails to appear for their scheduled appointment time, the following scheduled teste/appointment will be at the guests own expense.

3. Are kids covered in the tests?

Children ages 2 and older are covered for the tests. Children under the age of 2 are not required to get tested, in accordance with CDC guidance.

4. Who receives the free COVID test?

The first antigen test is provided as an amenity for guests who are traveling to the U.S., including winners of contests, sweepstakes and specialty arrangements as well as travel agents staying with a discounted TA rate. Travel partners staying on points, FAM trips or GIVC Diamond certificates are responsible for the costs of their own tests at market rate. Once a qualified guest tests positive from the antigen test, the guest then has to pay for an additional PCR test to be eligible for the free quarantine stay for up to 14 days. Additional antigen tests beyond the first test for guests traveling to the US will not be covered. Additional antigen tests will cost \$25 per test in Mexico and \$23 in the Dominican Republic.

5. What happens if I produce a positive result before my scheduled return date? What does quarantining entail?

Should you produce a positive result (PCR test), Karisma will provide free quarantine accommodations (including room, meals, non alcoholic beverages) for the guest as deemed necessary by a medical doctor. Parties will be quarantined until a doctor certifies clearance for travel with a negative test result for a period not to exceed 14 nights beginning on the first date of the positive (PCR) test result.

To accommodate quarantine needs, we are not able to guarantee the same level of accommodation as previously booked. The accommodation may be provided at Karisma Hotels & Resorts or elsewhere, according to guest needs and government guidance.



Karisma will cover the first antigen test for guests traveling to the US, but guests who test positive will be required to pay for an additional PCR test to receive the free quarantine stay for up to 14 days. Additional antigen tests beyond the first test for guests traveling to the US will not be covered and is offered at an at cost rate of \$25 in Mexico and \$23 in the Dominican Republic.

6. What are the expectations for quarantine?

The expectation is that guests testing positive will follow doctor's order and quarantine in their room with access to restricted full in-room dining options with a limited menu according to the hospitals recommendations and non-alcoholic drinks. Any spouses or companions who test negative but elect to stay in the quarantine accommodations are also expected to observe quarantine best practices.

7. Will I be accommodated at the same category I originally paid for?

To accommodate quarantine needs, we are not able to guarantee the same level of accommodation as previously booked. The quarantine rooms are those that are in close proximity to the lobby and are standard rooms. No other category will be used / can be a declared a 'quarantine room'.

8. Where will those guests that test positive for Covid-19 be quarantined at the resort?

The quarantine rooms are those closest to the lobby, with easy access for an ambulance (if necessary). These rooms are not near rooms that occupied with non-quarantined guests.

9. Will you clean the room during my quarantine stay?

No cleaning will be conducted by resort staff while guests are quarantining. The guests will receive fresh towels, sheets and room amenities.

10. Will I receive the Gourmet Inclusive benefits during quarantine?

Guests will receive food and beverage delivery to the door of their room; alcohol will not be provided/complimentary.

11. How will the resort ensure that those that test positive for Covid-19 remain quarantined?

All quarantined guests will be placed in rooms on the first floor of the resort and a security staff member will be nearby to ensure guests are not wandering the property.

12. Does the free Covid testing and 14-day quarantine apply include The Fives?

Karisma Hotels & Resorts will not be covering expenses or accommodations for guests booked at The Fives. Please contact The Fives directly for their Covid testing policy and procedures.

GENERAL QUESTIONS:

13. Do I need to take a negative test to travel to Mexico, Jamaica or the DR?

Testing is not required to Mexico or the DR at this time. The Jamaica Tourism Board says, “residents of the United States of America (USA), Brazil, Dominican Republic, Mexico or Panama who are 12 years of age or over to present a negative PCR or antigen test result to check in for a flight.” More travel authorization information is available at www.visitjamaica.com.

14. Do I need to produce a negative result to stay at a Karisma resort?

Testing is not required to stay at a Karisma resort at this time.

15. Is the complimentary test available to anyone traveling to the US?

Complimentary, one-time testing is provided for all guests traveling to the US. Guests traveling to Canada may opt to purchase a PCR test on-site for an additional preferred cost.

16. When does this go into effect?

This policy goes into effect January 26, 2021.

17. Can I get tested on-site at the resort?

Yes, you may get tested on-site at the resorts in Riviera Maya, Mexico, Negril, Jamaica and Punta Cana, Dominican Republic during specific previously announced schedule.

18. What kind of COVID tests will Karisma offer on-site?

Karisma will offer a one-time free antigen tests on-site for guests traveling to the US. Guests may also opt to purchase a PCR test on-site for an additional cost of \$132 in Mexico and \$79 in the Dominican Republic.

19. Will Karisma offer antibody tests on-site at the hotels?

No, we are only offering antigen tests and PCR tests for an upgraded fee. We will not offer antibody tests.

20. How long will results take to come back on the PCR and Rapid Antigen tests?

Antigen tests will take a max of 48 hours to receive results. PCR tests will take a max of 72 hours to receive results.

21. Can I pre-schedule the COVID test before I arrive?

No, appointments must be made upon arrival at the resort with the front desk upon check-in or with your personal concierge. Appointments are on a first come, first serve basis.

NOTE: We are in the process of implementing a digital reservation system through our website that will allow for appointments to be booked pre-arrival in the future.

22. Can I schedule a testing appointment at my leisure, or are there set dates/ times?

Appointments are during set times and are first come, first serve.

23. Is there a designated place at the resort where testing will take place, or will they come to my guest room?

Yes, testing will take place in a designated area of the resort. Locations vary by hotel.

24. Does my baby or child need to get tested as well?

Children under the age of 2 do not need to get tested.

25. Can you print the form we need to provide proof for the CDC?

We encourage guests to print the form ahead of travel and carry it with them. In case you were not able to, please speak with our front desk or concierge for printing options. Click [here](#) for official CDC guidelines.

26. I previously had COVID and have the antibodies. Do I need to get tested?

You will need to show proof of antibodies within 3 months of your travel date. If you recovered from COVID more than 3 months ago, you will need to get tested.

27. I have been vaccinated for COVID-19. Do I need to get tested and/ or can I show proof of vaccination to return to the US/ CA?

Yes, you still need to get tested.

AIRPORT + FLIGHT INFORMATION

28. By when do I need to produce a negative result to fly back to the US?

According to the CDC, you need to take a test/produce results within 72 hours of flying.

29. What happens if my flight is delayed and it goes over the 3-day limit for testing?

If your flight is delayed before departure, you will need to get re-tested if the delay causes your test to fall outside of the 3-day pre-departure testing period requirement. If the delay requires an additional test, the cost will be incurred by the guest.

30. If I am connecting through the US to another country, do I still need to get tested?

According to the CDC, yes. Any flight entering the US, even for a connection, will require testing before departure.

31. What if my result does not come back before my scheduled flight?

If your result does not come back before your scheduled flight, they will not allow you to board the plane. Depending on how long it may take, you will need to wait at the airport or at the resort until you receive results. Should you need to extend your stay at the resort, a reduced, distressed rate is available to book.

COSTS + INSURANCE INFO

32. Are the tests free? If not, how much will they cost?

The first antigen test will be free of charge for all Karisma guests traveling to the U.S. staying in Riviera Maya, Mexico, Negril, Jamaica and Punta Cana, Dominican Republic. Should you need to take a second antigen test, the cost is \$25 in Mexico and \$23 in the Dominican Republic. Guests traveling to Canada may opt to purchase a PCR test on-site for an additional cost.

33. I would like to upgrade to a PCR test. Can I pay this additional fee and how would it work?

Yes, guests may opt to purchase a PCR test on-site for an additional cost at rate of \$132 in Mexico and \$79 in the Dominican Republic

34. Until when is the test free?

Current policies for free testing are in place through March 31, 2021. We are monitoring CDC guidelines and will make adjustments as needed.

35. Will I need to provide any health insurance information?

You will not need to provide health insurance information to take the test. You will need a valid photo ID on hand at the time of testing.

36. Will my travel insurance cover any expenses associated with a positive test result?

Please consult the scope of your policy to determine any travel insurance benefits.

POSITIVE TEST RESULTS + QUARANTINE

37. What happens if I produce a positive result before my scheduled return date? What does quarantining at the resort entail?

The expectation is that guests testing positive will follow doctor's order and quarantine in their room with access to in-room dining options. Any spouses or companions who test negative but elect to stay in the quarantine accommodations are also expected to observe quarantine best practices.

38. What happens if one family member or person in my party tests positive and everyone else tests negative?

The hotel will provide accommodations to the sick party. If other members of the traveling group would like to stay after their original departure date, a discounted rate is being offered.

39. What is my travel party from my original reservation wants to stay with me during quarantine, but not in the same room?

Distressed rates are available for parties from the original reservation who want to stay during quarantine.



40. How often will I have to test once I have tested positive?

If and when you have tested positive, you will be under the care of a doctor, who will advise on the frequency of tests.

41. If I start to feel ill, what are my options?

a. Will I need to quarantine in a guest room? For how long?

Yes, you will need to quarantine in a guest room for 14 days and will be considered released once produce a negative result.

b. Is there a doctor on-site?

Yes, we have medics and doctors working around the clock exclusively for Karisma Hotels & Resorts.

RESERVATIONS + CANCELLATION POLICIES

42. How does this impact cancellation policies?

Current cancellation policies remain in effect.

43. Where can I get more official information?

We suggest checking the CDC website for up to date information, as it is ever-changing:
<https://www.cdc.gov/coronavirus/2019-ncov/travelers/testing-international-air-travelers.html>