



MAJESTIC RESORTS

January 17, 2022

Dear Travel Partner,

During the ever-changing environment of the pandemic, Majestic Resorts is here to keep you informed along the way. We would like to provide you with important updates about CDC guidelines for quarantine and requirements for international travel, COVID-19 testing available at our resorts, the extension of our COVID-19 coverage policy, and The Majestic Mission.

CDC requirements for international travel

The CDC requirement for COVID-19 testing for all international air travelers ages two years or older to the United States has been set to one calendar day before departure. This is in addition to the requirement already in place for foreign travelers to be fully vaccinated.

The good news is that we're already providing free antigen COVID-19 testing onsite to guests staying 3 nights or more at all of our resorts, with results available in 24 hours. Additionally, PCR testing is available at all of our resorts for an additional cost. You only need to arrange an appointment with Guest Services at the resort. It's that easy!

You may refer to the [CDC website](#) for more information on U.S. COVID-19 travel policies and vaccination requirements. Also, we encourage guests to be familiarized with the policies established by the U.S. state in which they reside as this may vary.

With the latest travel policies of COVID-19 testing requirements in many countries, we're here to help answer your questions or concerns that you may have about travel in 2022 to Majestic Resorts.

Majestic Care COVID-19 coverage

Majestic Care coverage has now been extended to guests traveling to our resorts through March 31, 2022.

Guests will receive complimentary coverage through Majestic Care in the event of testing positive for COVID-19 at any one of our resorts in Costa Mujeres, Mexico or Punta Cana, Dominican Republic. This coverage will include the following covered expenses and services, allowing guests to be more reassured:

- An onsite medical center available 24 hours at no additional cost
- In-room medical consultation at no additional cost
- Additional antigen COVID-19 testing is provided after 5 days of testing positive or 24-hours before scheduled flight departure at no additional cost

- Ambulance service and transfer to the hospital at no additional cost, if required
- Standard hospitalization fees included at no additional cost, if required
- Complimentary extension of stay in an isolated quarantine room on property for any guest that tests positive to quarantine in-room for a maximum of 14 days
- Complimentary extension of stay of one companion per guest that tests positive in a separate isolated quarantine room on property for a maximum of 14 days
- Additional companions (up to 3) will receive a discounted rate of \$100 USD per person per night* (\$150 pppn for single occupancy) to stay in an isolated quarantine room on property for a maximum of 14 days

CDC quarantine guidelines

The [CDC recommends as detailed on their website](#) isolating for at least five full days if you test positive or later if you are still experiencing symptoms.

The Majestic Mission

Also, as a reminder since reopening after the onset of the pandemic, we've continued to provide our health and safety protocols at all of our resorts.

We've introduced advanced hygiene practices, including complimentary kits with a mask and hand sanitizer, frequent disinfection of surfaces with hospital-grade disinfectant, and many other preventive measures at critical touchpoints.

As the world changes, we stand ready to evolve our procedures continuously to support a seamless vacation experience.

We look forward to providing our mutual clients with exceptional vacations in 2022 with continued reassurance from Majestic.

Sincerely,

Majestic Resorts



MAJESTIC CARE

Be reassured with Majestic.

What's covered with Majestic Care?

The guests of Majestic Resorts will be able to activate complimentary coverage through Majestic Care in the event of testing positive for COVID-19 at any one of our resorts in Costa Mujeres or Punta Cana. This coverage will include the following covered expenses and services, allowing guests to be reassured:

- ✓ Availability of 24-hour medical center onsite at no additional cost
- ✓ In-room medical consultation at no additional cost
- ✓ Additional antigen COVID-19 testing is provided after 5 days of testing positive or 24-hours before scheduled flight departure at no additional cost
- ✓ Ambulance service and transfer to the hospital at no additional cost, if advised by the attending physician
- ✓ Standard hospitalization fees included at no additional cost, if advised by the attending physician
- ✓ Complimentary extension of stay in an isolated quarantine room on property for any guest that tests positive to quarantine in-room for a maximum of 14 days
- ✓ Complimentary extension of stay of one companion per guest that tests positive in a separate isolated quarantine room on property for a maximum of 14 days
- ✓ Additional companions (up to 3) will receive a discounted rate of \$100 USD per person per night* (\$150 pppn for single occupancy) to stay in an isolated quarantine room on property for a maximum of 14 days

Coverage will be offered to previous and new bookings for travel from January 1, 2022 through March 31, 2022. This coverage only applies in the event that a guest receives a positive test for COVID-19 during their stay. Terms and conditions are subject to change at any time.

*The rate for additional companions of a guest that tests positive for COVID-19 apply as follows: \$100 double occupancy, \$150 single occupancy, \$70 triple or quad occupancy, or \$33 child (ages 2-12). Rates are in USD per person per night.

How to Activate Your Coverage

If coverage needs to be activated during the guest's stay, the guest should contact Guest Services:

- Majestic Mirage Punta Cana - theclub.mmpc@majestic-resorts.com or call extension 30002 / 30003
 - Majestic Elegance Punta Cana - guestservice.mepc@majestic-resorts.com or call extension 21001 / 20001
 - Majestic Colonial Punta Cana - guestservice.mcpc@majestic-resorts.com or call extension 11001
 - Majestic Elegance Costa Mujeres - guestservice.mecm@majestic-resorts.com or call extension 10702
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MAJESTIC CARE

Be reassured with Majestic.

Questions? We're here to reassure.

COVID-19 Coverage

Q. What is the cost of Majestic Care for a guest?

Free! That's right, coverage will be provided complimentary to any guest who tests positive for COVID-19 at any one of our resorts.

Q. How long will Majestic Care be made available to guests?

Coverage is available for guests traveling from January 1, 2022 through March 31, 2022.

Q. Is Majestic Care provided to previous bookings or only new bookings?

All bookings are eligible for coverage as long as the travel window is between January 1, 2022 through March 31, 2022, including previous and new bookings.

Q. Are guests traveling from all countries eligible for Majestic Care?

Yes, coverage will be provided to international guests traveling from any country.

Q. Will Majestic Care be available for guests staying at either destination?

Yes, any guest who tests positive for COVID-19 while staying at any one of our resorts for 3 nights or more in Costa Mujeres, Mexico or Punta Cana, Dominican Republic will be eligible for this coverage.



Q. What hospitals and medical facilities are acquainted with the insurance?

If the guest is asymptomatic or has mild symptoms, the guest may stay at the resort per the diagnosis and under the supervision of the attending physician. The guest will be required to quarantine in a specified guest room at the resort through recovery.

In the event that a guest shows any sign of complications or symptoms worsen, the attending physician will advise if the guest will require transfer to the corresponding hospital associated with Majestic Care:

- Punta Cana, DR: Centro Medico Punta Cana - <https://centromedicopuntacana.com/>
- Costa Mujeres, MX: Hospiten Cancún - <https://hospiten.com/en/hospitals-and-centers/cid/5>

Majestic Care will cover standard hospitalization fees at no extra charge, if required by the attending physician. Upon recovery, the guest will be tested again for COVID-19.

Q. How do guests activate insurance coverage if they need to use it during their stay?

We offer a complimentary extension of their stay for any guest who tests positive to quarantine in-room for a maximum of 14 days, along with a complimentary extension of stay for one companion per guest who tests positive in a separate room for a maximum of 14 days.

Additional companions (up to 3) will receive a discounted rate of \$100 USD per person per night* (\$150 pppn for single occupancy) to stay in an isolated quarantine room on property for a maximum of 14 days.

**The rate for additional companions of a guest that tests positive for COVID-19 apply as follows: \$100 double occupancy, \$150 single occupancy, \$70 triple or quad occupancy, or \$33 child (ages 2-12). Rates are in USD per person per night.*

Terms and conditions are subject to change at any time.

COVID-19 Testing

Q. What Majestic Resorts guests are eligible to receive COVID-19 testing?

Majestic Resorts will make available COVID-19 testing to guests staying for 3-nights or more and traveling from a country that requires a negative COVID-19 test result upon re-entry.

Q. Will COVID-19 testing be available onsite at the resort?

Both antigen and PCR COVID-19 tests are now available onsite at all resorts.



Q. What is the cost for COVID-19 testing?

The cost for COVID-19 testing will vary per test and by destination:

Majestic Resorts Punta Cana, Dominican Republic

- Antigen - Free
- PCR - \$65 USD (\$150 USD per person 24-hour express available only at Centro Medico Punta Cana located approximately 10 minutes from the resort)

Majestic Elegance Costa Mujeres, Mexico

- Antigen - Free
- PCR - \$29 USD

Q. How do you book an appointment to receive COVID-19 testing?

To make an appointment for a COVID-19 test, please contact:

- Majestic Mirage Punta Cana - theclub.mmpc@majestic-resorts.com
- Majestic Elegance Punta Cana - guestservice.mepc@majestic-resorts.com
- Majestic Colonial Punta Cana - guestservice.mcpc@majestic-resorts.com
- Majestic Elegance Costa Mujeres - guestservice.mecm@majestic-resorts.com

It is suggested appointments are reserved at least 72-hours prior to departure time from the resort.

Q. Are COVID-19 testing appointments able to be made in advance of arrival at the resort?

COVID-19 testing appointment reservations may be made while at the resort with Guest Services. If the guest's stay is 3-days or less, appointments may be requested prior to arrival.

Q. When will COVID-19 test results be available for guests?

The test result delivery time will vary by test and by location.

Q. If a guest tests positive for COVID-19, will they be able to remain at the resort?

If the guest is asymptomatic or has mild symptoms, the guest may stay at the resort per the diagnosis and under the supervision of the attending physician. The guest will be required to quarantine in a specified guest room at the resort through recovery.

In the event that a guest shows any sign of complications or symptoms worsen, the attending physician will advise if the guest will require transfer to the corresponding hospital associated with Majestic Care as specified above.



Q. What are the requirements for proof of a negative COVID-19 test or recovery from COVID-19 for guests returning to the United States?

For more details, refer to the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/testing-international-air-travelers.html>



Last updated: 18/1/2021

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