

December 7th, 2021

Dear Travel Partner,

We hope this message finds you well and optimistic, as the travel industry continues making progress on the road to recovery from this crisis.

The Center for Disease Control and Prevention (CDC) states that all passengers entering to the United States and many other countries are required to present proof of negative COVID19 test lab, for testing conducted within **24 hours of arrival**.

SAME DAY RESULTS: COVID19 test result will be given to our Guests on the same day. We will appreciate you take not on the pricing and service hours, which are available effective immediately (and until further notice) for our mutual passengers who requires a COVID19 test prior to departure, based on the following:

DESTINATION	ANTIGEN COVID19 RAPID Test. Price is Person in USD		PCR COVID19 Test. Price is Person in USD		SERVICE HOURS	
	Taxes may apply		Taxes may apply		FROM:	TO:
MEXICO:	Cost may be subject to change without notice					
Costa Mujeres	\$ 25.00	\$ 95.00			8:00	16:00
Riviera Maya	\$ 25.00	\$ 95.00			8:00	16:00
Puerto Vallarta	\$ 25.00	\$ 95.00			10:00	13:00
DOMINICAN REPUBLIC:						
Punta Cana	\$ 25.00	\$ 90.00			9:00	16:00
Cap Cana	\$ 25.00	\$ 90.00			8:00	11:00
JAMAICA:						
Montego Bay	\$ 40.00	\$ 120.00			9:00	17:00

IMPORTANT: at our Riviera Maya properties, there are specific service hours for PCR tests: from 9 to 12hrs.

Our Sister Hotel, Dominican Fiesta in Santo Domingo, Dominican Republic is not included in this statement.

AS REMINDER: The following policies don't suffer any change.

As we make progress around the world and more and more people are getting fully vaccinated every day and things are returning to normal, Palladium Hotel group will continue updated our statements regarding the COVID19 test and the Stay Safe Plus Insurance, therefore:

1. We continue to closely monitor the latest developments surrounding COVID19, we are aware of several countries are requiring a negative COVID19 test result from air passengers prior to boarding an international flight to their destinations.
2. We remain true to our commitment of providing a seamless and safe travel experience for all, we have actively worked to offer convenient and affordable onsite testing options for guests having to meet those requirements.
3. The following information regarding onsite testing will be available at the hotel for guests whose countries have imposed a mandatory testing requirement*. The Front Desk Team will assist guests onsite with scheduling their test accordingly.

ONSITE TESTING FOR ALL TRAVELERS:

- a) At Palladium Hotel Group we will continue providing this service on site.
- b) All existing bookings made before July 15th, 2021 (including definite groups) will continue getting the COVID19 Antigen test free of charge until further notice.
- c) Please note: Complimentary antigen tests do not apply towards Complimentary Stays, Travel Agent Rates or Special Discount reservations.



- d) Starting August 01, 2021, bookings of passengers staying 7 nights or more will have the COVID19 Antigen test will continue to be free of charge until further notice.
- e) Starting August 01, 2021, all new bookings of 6 or less nights of passengers arriving at any Palladium property around the world can get the test at the costs as detailed above.
- f) Passengers fully recovered from COVID19 in the last 3 months (90 days) preceding the flight's departure from an international destination, may choose to present "documentation of recovery" that includes positive viral test results and an official letter from a healthcare provider stating they have been cleared for travel.
- g) For more information on this testing requirement, please visit the [CDC website](#).
- h) These conditions may vary and are subject to change without previous notice.

QUARANTINE & STAY SAFE PLUS INSURANCE:

1. **QUARANTINE POLICY:** Palladium Hotel Group will continue offering 1 room accommodation for up to 10 days on complimentary stay for up 2 people for arrivals between now and April 30th, 2022, in the event any of our guests test positive while staying on property and requires quarantining. A 20% discount over the rates available on our website will be offered, in the event a 2nd room is needed. This policy will be available starting immediately and until further notice.
- a) **STAY SAFE PLUS INSURANCE:** As stated in previous announcements, our Stay Safe Plus Insurance is in place for 12 months from the moment the properties were open, please take note on the dates here below:

DESTINATION	RE-OPENING DATE	STAY SAFE INSURANCE EXPIRES ON
MEXICO		
Grand Palladium Puerto Vallarta Resort & Spa	July 01,2020	June 30,2021
TRS Coral Hotel	July 01,2020	June 30,2021
Grand Palladium Costa Mujeres Resort & Spa	July 01,2020	June 30,2021
TRS Yucatan Hotel	Nov 01,2020	Oct 31,2021
Grand Palladium White Sand Mujeres Resort & Spa	Nov 01,2020	Oct 31,2021
Grand Palladium Colonial Resort & Spa	Nov 01,2020	Oct 31,2021
Grand Palladium Kantenah Resort & Spa	Nov 01,2020	Oct 31,2021
DOMINICAN REPUBLIC		
TRS Cap Cana	Dec 04,2020	Dec 03,2021
TRS Turquesa	Nov 19,2020	Nov 18,2021
Grand Palladium Bávaro Suites Resort & Spa	Nov 19,2020	Nov 18,2021
Grand Palladium Palace Resort & Spa Casino	Nov 19,2020	Nov 18,2021
Grand Palladium Punta Cana	Nov 19,2020	Nov 18,2021
Dominican Fiesta	Sep 04,2020	Sep 03,2021
JAMAICA		
Grand Palladium Jamaica Resort & Spa	July 10,2020	July 09,2021
Grand Palladium Lady Hamilton Resort & Spa	July 10,2020	July 09,2021
BRAZIL		
Grand Palladium Imbassai Resort & Spa	July 30,2020	July 29,2021

We thank you again for your continuous support and understanding.

Kind Regards,



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