

Official Communication

18th of January 2021

Dear clients & partners,

Here at Sirenis Hotels & Resorts we have been constantly analysing the international evolution of COVID-19.

Certain countries require a negative COVID-19 test so that a Guest may return to their country of origin. In the case of USA & UK a negative antigen test is required to return to the country.

Due to this, we would like to communicate to our Guests from USA & the UK with existing reservations or new ones made prior to March the 31st 2021 with a stay up to August the 31st 2021, that we will be offering an antigen test without cost at Grand Sirenis Riviera Maya Resort & Grand Sirenis Punta Cana Resort from the 26th of January 2021.

The tests will be undertaken at our resorts within specialized centres, with all the sanitary guarantees necessary. The results will be delivered on the same day in writing as per the requirements of the countries in question. Our Guests, upon arrival, should contact our reception team or concierge to confirm the day & hour of the test, which must be undertaken within a maximum of 72 hours before scheduled departure.

Should a positive antigen result occur, Sirenis Hotels & Resorts, will allow the Guests to undertake their quarantine in the hotel without cost to the Guest, up until a maximum of 14 days, complying with the corresponding restrictions that have been established in each case by the health authorities.

We would also like to inform you that our collaborating health centres can undertake PCR tests for all Guests whose countries do not currently accept antigen tests. These tests carry a charge. Our reception team & concierges in each resort will inform you of the necessary process & cost of the PCR tests.

We are implementing important changes daily during this new situation so that our Guests can feel safer when planning a vacation.

We are aware that we are living through unsettling times & for those that are thinking of travelling, now or in the future we want to ensure that our Guests know that your safety & security are always our top priority.

Sirenis Hotels & Resorts

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