

The Excellence Collection

COVID-19 Tests: FAQ

How much does the COVID-19 test cost?

Starting on January 15, 2021 for the UK; January 18, 2021 for Canada and January 23, 2021 for the USA and through September 30, 2021, The Excellence Collection is providing the test for free to guests with a return flight to a country that requires the negative COVID-19 results, you can see the full list of countries [here](#).

The test is an Antigen for USA and UK; and PCR for Canada, which are the COVID-19 viral tests accepted by these and other countries for reentry. These tests will be available to guests with a minimum stay of 3 nights.

We will continue to monitor international air travel requirements in the coming months, so the free testing option could possibly be changed, modified, extended, or suspended before or after September 30, 2021, especially if countries add or remove the requirement; of course, we will keep our guests informed of any testing updates in the coming weeks and months.

For guests who wish to have the test but whose countries do *not* require it, the cost is \$50 USD plus tax per Antigen test and \$150 USD plus tax per PCR test. This option is available indefinitely. And in the case of UK and US citizens that would like to take the PCR test as an additional option to the Antigen test, The Excellence Collection will bear part of the cost.

What do I do if I get a positive result on my COVID-19 test?

If a guest tests positive for the COVID-19 test, the on-site Doctor will contact him/her and determine the symptoms. If the guest does not present any symptoms, he/she will go to the isolation rooms that have been established and the COVID-19 protocol will be activated at the hotel.

If the guest presents symptoms and if the Doctor determines it, the guest will go to the hospital for an evaluation where they will determine if the guest should stay hospitalized or if he/she can return to the isolation room at the hotel. The average is 14 days, it will depend on the health condition of the guest.

Understanding the global situation we are currently going through and listening to your requests, The Excellence Collection is pleased to announce that in addition to the free COVID-19 tests for guests whose destination country require a negative result, we will be offering a complimentary stay at no additional cost to those guests who test positive for COVID-19 for a maximum of 14 days.

Is there a minimum of days to stay, so that I can access the free Covid-19 test?

Yes. These tests will be available to guests with a minimum stay of 3 nights. If a guest checks out from our resorts to stay at another hotel prior to returning to their home country, the free COVID-19 test will not be applicable. However, the guest will have the option to pay for the test. If a guest stays at another resort being part of The Excellence Collection, the free COVID-19 test will be applicable.

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What do I need to be able to return to the USA after testing positive?

According to CDC, if the guest has recovered from COVID-19 within the last 3 months, he/she may travel back to the USA with a negative COVID-19 test result or a letter from a licensed healthcare provider or public health official stating that the person has been cleared for travel (Documentation of Recovery).

Are the tests only for guests traveling to countries that require a negative test, or can all guests use this service?

The Excellence Collection is happy to offer COVID-19 tests to any guest who wishes to have it, but will only cover the cost for those with mandatory legal requirements to return to their country. You can see the full list of countries [here](#).

If your home country does *not* require a negative COVID-19 test result, you can request an Antigen Test for \$50 USD plus tax, or a PCR test for \$150 USD plus tax.

How can I make an appointment for a COVID-19 test?

Guests must contact the concierge to coordinate the appointment and take into consideration their home country's specific requirement; in the case of the USA, Canada and UK, for instance, airlines require the test to be taken no more than 72 hours prior to your scheduled departure. It is the sole responsibility of guests to verify and comply with all requirements and to make timely arrangements.

What times is the test available? When will I get results?

Testing will be provided at the resort's on-site medical center every morning from 9:00 a.m. to 12:00 p.m. Please note possible changes may be subject to availability.

Antigen test results will be delivered by the evening, if taken from Monday to Friday, and on Monday if taken during the weekends. PCR test results can take up to 48 hours.

Where do I go to get the COVID-19 test?

Once you have made an appointment with the concierge, you simply need to wait until your confirmation appointment time and visit the medical center, located right at the resort.

What kind of COVID-19 test is it?

The free test is a COVID-19 Antigen for the USA and the UK; and PCR for Canada test, which is the COVID-19 viral test accepted by these and other countries for reentry.

How could I know if my country requires a negative covid 19 test to re-enter?

Each government has updated information on COVID-19 and travel restrictions on their official portals. However, you can find a detailed list of countries requesting a negative COVID-19 test [here](#).

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How long will The Excellence Collection provide free COVID-19 tests?

The Excellence Collection will provide free onsite COVID-19 testing until September 30, 2021. However, if proof of a negative result is no longer required by the guests' home country, this offer will be suspended.

What is the minimum age to take the test?

For the USA, according to official information, the test must be taken by children from 2 years old and adults; for Canada, the test must be taken by children from 5 years old and adults and for the UK, the test must be taken by children from 11 years old and adults. In these cases, the traveler must present the negative COVID-19 test result as a requirement to re-enter their country.

Will the complimentary stay be free only for the COVID-19 positive guest? What about the partner?

Following our security protocols and thinking about the well-being of our guests and staff, we must relocate the positive COVID-19 guest and their companion in two separate rooms, if the companion wants to stay. In both cases, the stay will have no additional cost for a maximum of up to 14 days and it will be necessary for the companion to follow the security protocols established by The Excellence Collection at the hotel.

What if I go with my family and one of us tests positive for COVID-19?

Stays for families that have an occupancy of 2 adults and a maximum of 3 children, can be accommodated in up to 2 rooms at no additional cost. This extended stay will apply up to a maximum of 14 days and it will be necessary for the companions to follow the security protocols established by The Excellence Collection at the hotel.

If we have traveled in a group and one of us tests positive for COVID-19, can the rest of us extend our stay?

The complementary stay free of charge applies for the guest that tested positive for COVID-19 and one (1) companion with whom the guest has previously shared the room during their stay, if he/she wants to. This stay will apply up to a maximum of 14 days and it will be necessary for the companion to follow the security protocols established by The Excellence Collection at the hotel. In case other members of the group would like to extend their stay, they can do so with our regular rates.

Who pays for the second test if the first was positive?

The Excellence Collection will cover the second COVID-19 test to re-confirm the negative result as long as it is a requirement for re-entry to the guest's home country.

The on-site doctor will determine the date of the next COVID-19 test, depending on each case. If the guest wishes to take the test before the recommended period, he/she will have to bear the cost.

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What happens if there is a delay in the test results?

We do not expect there being any delays in the results, however, if there was something to be amended, the hotel anticipates a list of all the clients assigned for testing to validate the information with the laboratory such as full name and passport number. If there was a need to correct this information, the client must notify the hotel for immediate assistance.

What happens if the test is inconclusive and a second test is needed?

An inconclusive test will result when the sample is insufficient and unable to register the information required by the laboratory to fully determine whether the test is positive or negative. In this case, guests may have to retake their test for a precise result and we will cover the cost. If a guest has tested positive; they must quarantine following The Excellence Collection protocols. According to their health condition, only the on-site doctor can determine how many days after can he/she take the second test.

What if I am already fully vaccinated?

For the US citizens and according to the [CDC](#), guests that are fully vaccinated with an FDA-authorized vaccine are required to have a negative COVID-19 result no more than 3 days before travel.

In the event of a false positive, the on-site doctor will determine the time to re-test and The Excellence Collection will cover the cost of the second test. If the guest wishes to take the test before the recommended period, he/she will have to bear the cost.