

Frequently asked questions

1. Where and how can I get tested for Covid?

Directly at the hotel, scheduling an appointment at the Front Desk and there you will be informed of the time and place where the test will be applied.

2. How much does it cost?

On-site PCR or Antigen testing will be available at a subsidized cost.

PCR Test Cost: USD 80.00 per person.

Antigen Test Cost: USD 30.00 per person

- Reservations for testing will be made at check in for no less than 48 hours prior to departure.
- The Fives Hotels and Residences will cover the cost of US CDC mandated Antigen tests for paid stays of 4 nights or more. If your government requires a PCR Test (Ex.Canada) you will be available to purchase it at the subsidized cost of USD 80 per person.

3. How long does it take for the tests?

The whole process takes approximately between 10 - 15 minutes, if it is a family test, the procedure is explained to the head of the family and it can take approximately 20 minutes per family of 8 people.

4. Can you apply the test in my room?

No tests will be applied in rooms directly from each guest, a special place is assigned to attend the test which will have all hygiene and cleaning protocols.

5. How much time in advance should I schedule my appointment?

The test can take up to 36 hours to be delivered, so we suggest, depending on the duration of your stay, to make the appointment considering this maximum delivery time and date of departure.

6. Do children need to get tested as well?

Yes. According to the CDC, anyone above the age of 2 must get tested before departure.

7. If my test is positive, what should I do?

There are many specialized hotels in Playa del Carmen and Cancun with the necessary infrastructure to be able to receive guests or staff with the Covid-19 virus for the required period of rest and treatment, if the test result is positive, The Fives Hotels will help the guest to find an alternative stay for him, and his family, the hotel will reimburse the days that may remain pending of stay through the means that the reservation was confirmed.

8. Where can I be seen if I test positive and have strong symptoms?

We suggest activating your international insurance if you have it and they will let you know the institutions to which you can go, we work hand in hand with the Hospital Amerimed Playa del Carmen / Cancun which can gladly assist you or suggest an alternative.

9. Is Amerimed Hospital trustworthy?

Fully, they are endorsed by Cofepris, which is an agency of the Mexican government that guarantees protection against health risks and they are members of associations such as: Passport Medical, Medical Tourism Association, you can visit their page at the following link: <https://amerimedhospitals.com>

10. How long should I be isolated if I test positive?

A more in-depth visit with a doctor is recommended to evaluate the patient's situation and thus determine the necessary time of rest and treatment until a negative test can be performed again.

11. What if I have had a COVID-19 vaccine? Do I still need a negative COVID-19 test or documentation of recovery from COVID-19?

Yes, all air passengers traveling to the US, regardless of vaccination status, are required to provide a negative COVID-19 test result or documentation of recovery.