



Palmaia - The House of AïA Announce a Change in Covid-19 Detection Test Travel Policies Effective November 10th, 2021

November 5th, 2021

In Palmaia - The House of AïA, guests have the option to take Antigen or PCR COVID-19 tests at their own expense, directly on the resort without having to leave the grounds. Additionally, anyone who tests positive during their stay at Palmaia will be eligible for 3 extra nights in quarantine at no additional cost. Thus, the measures that have been implemented so far are:

Thus, the measures that have been implemented so far are:

- On-site PCR and Antigen Tests (covered by the guest) With the exception that the Antigen test is included with stays for longer than 3 nights.
- PCR tests will cost 150 USD per person (VAT included)
- Antigen tests will cost 50 USD per person (VAT included)
- All tests are carried out on the property to avoid the displacement of guests.
- In the case of detecting positive cases of COVID-19 in guests, who require confinement, a stay will be granted at no extra cost at the hotel for 3 days. If more days are needed, it will be covered by the guest at the cost of 300 USD per night per adult and 150 USD per child (3 to 12 years old). This includes 3 meals per day and non-alcoholic beverages.
- Specialized action protocols for case detection to ensure the well-being of the affected person and the other guests
- These measures are effective as of November 10th, 2021
- Any guests who made a reservation before November 10th, 2021, will receive free Antigen tests (for those returning to or passing through the United States) or free PCR tests (for stays of 7 nights or more).

With these new measures, we want to reassure all those who are thinking of taking a vacation and make all the means available to them so that they know that they will be able to return to their countries in compliance with current regulations.

Palmaia remains committed to offering safe environments respecting all safety and hygiene regulations so that our guests can enjoy a memorable vacation.



In addition, we want to make the following FAQ available to our collaborators and clients to help them resolve any doubt, or as always, our usual communication channels through our call center and customer service telephones. Stay tuned to our web and social media channels for more updates.

Customer FAQs

When do I need to get a test to travel? What kind of test do I need?

The test must be done no more than 3 days before the departure of your return flight to your country of origin. Make sure you have the results before your flight departure and the appropriate documentation to show the results to the airline.

What if I recently recovered from COVID-19?

As long as you do not have any symptoms of COVID-19, you haven't been in contact with a person with COVID-19, and you have properly isolated yourself, you may travel. The CDC requires traveling with a letter from your healthcare provider that you are cleared for travel.

What happens if I don't take a test and want to travel to another country that requires a negative test?

Any passenger traveling to a country that requires a negative test, is required to provide a negative COVID-19 test. If you do not, you will not be permitted to board the plane.

What happens if I test positive during the hotel stay?

If you test positive for COVID-19 while you are in the hotel at Palmaia, we will grant you a free 3 day stay in one of the rooms designated for these cases where confinement is required. During this period of time, your mobility will be restricted to your room, and you will not be allowed to leave or move to other areas of the hotel. 3 meals a day and non-alcoholic beverages will be provided. If you still test positive after the 3-day quarantine on the property, you will have to pay 150 USD per night per child (3 to 12 years old) and 300 USD per night per adult with all of the amenities mentioned above. If you wish to move to an Airbnb or apartment off the resort, we will be happy to assist you with the process..



If I am staying with family or friends and only I or one person in my group tests positive, what happens with the rest of my group? Are they also granted a 3 stay at the hotel free of charge?

Yes, but as long as they stay in the same room and follow the same confinement rules as the person who tested positive.

What happens if my quarantine at the hotel lasts more than 3 days?

If you re-test positive after your 3-day quarantine, you may stay in confinement at the hotel at a special rate of 150 USD per night per child (3 to 12 years old) and 300 USD per night per adult with all of the amenities mentioned above.

What is a verifiable test result?

A verifiable test result must be in the form of a written document in paper or electronic format. A NAAT or Antigen viral test is required to be performed; a negative result is required within 3 days before the flight.

Do I need to get a test before traveling to Mexico?

It is not required to provide a negative test to enter Mexico, but it is recommended to stop the spread of infection.

What happens if my flight is delayed and it goes over the 3-day limit for testing?

If your flight is delayed, it is still required that your test be within 3 days. If your test passes the 3-day requirement, you need to get retested.

If I am connecting through the US to another country, do I still need to get tested?

Yes. Any flight entering the US, even for a connection, will require testing before departure.



What if I have had a COVID-19 vaccine?

You still need to provide a negative COVID-19 test result.

How much do COVID-19 tests cost, and where can I get them?

Palmaia has agreements with some local health centers so that guests can undergo tests for free and / or at a preferential rate:

The prices for the guests at **Palmaia** are as follows:

- Rapid Antigen Test: \$ 50.00 USD (VAT included). Results take an average of 24 hours.
- PCR COVID-19: \$ 150.00 USD (VAT included). (The rate may vary according to the exchange rate). Results take an average of 48 hours.

*All the aforementioned rates are subject to change without prior notice.

If I am staying at Palmaia, how can I make an appointment for a COVID-19 test?

If you want to make an appointment for a rapid antigen test or PCR, you can do so during check-in or by contacting the Nomadic Guides team, who will make the necessary arrangements and will confirm the date and time of your appointment later.

We recommend making the appointment with the necessary advance notice to be able to comply with the minimum times stipulated in the regulations.

Can I do my test at a medical center of my choice?

Yes, of course. We offer testing services for Covid-19 detection at the hotel for the convenience of our guests. However, guests can also choose the center of their preference. For greater security and control within the hotel, we cannot allow access to any medical center with which we are not associated. If our guests choose an option outside the hotel, they will have to leave the facilities to attend the medical center of their choice, and the payment for the test will be the sole responsibility of the guest.



How can I make sure that I am complying with the regulations so that I can return to my country of origin?

We recommend consulting the official websites of each country in relation to the specific policies necessary for the return of passengers to ensure that you meet all the entry requirements to your city of origin.