



VALENTIN IMPERIAL

RIVIERA MAYA

3/25/21

With the Valentin Cares program, Valentin Imperial Riviera Maya has gone one step beyond to reassure guests and employees that they can stay safe and healthy while on-site. And as the situation changes and evolves, we are working every day towards adapting and improving all the measures in place. We thank you for the outstanding support you have shown in the past few weeks. We are all in this together.

In order to further help reduce the strain on travel to and from Mexico and as long as CDC and government travel regulations require proof of COVID19 testing upon boarding the return flight to their country of origin, the resort now provides the following:

- **FREE on-site ANTIGEN testing (for guests from the U.S. and from other countries recognizing the ANTIGEN test as a valid proof when boarding their return flight).**
- **On-site PCR testing at a discounted price***
- **Free quarantine hospitality for up to 14 nights**

These relief measures will stay in place as long as the CDC and other government travel regulations stay in effect.

**Details and conditions are provided below. This information is subject to change without prior notice.*

Valentin Imperial Riviera Maya is not a direct provider of medical services. For our guests' peace of mind and to facilitate access to medical services while travelers are vacationing at our property, Valentin Imperial Riviera Maya provides on-site assistance through a doctor's office, managed by a third-party supplier: Hospiten Group <https://hospiten.com/en/hospiten-group>. Hospiten Group is a recognized international network of private hospitals, staffed by a team of recognized professionals providing top-level healthcare services (including top of the line laboratories) and considered to be one of the best-established hospital companies on both sides of the Atlantic.

GENERAL INFORMATION ABOUT TESTING AND SERVICES

This section can be updated at any time without prior notice as more information becomes available and as the situation might evolve and change with time.

- Testing is performed directly on property (ANTIGEN and PCR testing).
- **Appointments are made upon check-in only, through the resort concierges.**
- It is recommended for guests to schedule the appointment to be tested up to **72 hours prior their flight departure time**, to avoid any inconvenience if unforeseen delays occur.
- We remind you that it is every guests' responsibility to ensure that they make timely travel arrangements and testing arrangements through our resort's concierges to ensure getting the mandatory paperwork on time.
- PCR testing fees are to be paid directly at the resort (usual payment methods accepted: Visa, MasterCard, American Express, USD, Mexican Pesos).
- **A minimum stay of 3 nights is required.**
- Tests are provided and will be performed through the assistance of the resort's third-party partner, Hospiten Group.
- Test results will be printed and/or sent electronically to the guests' e-mail address (provided along with other personal information necessary for the test results proof). - Electronic form only for the PCR test.

- While Valentin Imperial Riviera Maya is facilitating these medical and testing services to their guests, guests will always have the option to visit any local clinic or hospital to take the test on their own or seek any medical attention outside of the resort, at their discretion.
- The complimentary 14-night quarantine applies to all guests originally sharing a room, shall they remain to stay together in the same room.

ANTIGEN TESTING

- **On-site and at no cost for guests whose country of origin recognizes this test as a valid proof upon boarding their return flight.**

Schedule: from Monday to Sunday

Time: 9h00 am to 5h00 pm, every 10 minutes

Test results will **normally** be available after 30 minutes, but the printed or electronic confirmation could be received the following day.

PCR TESTING

- On-site at a discounted price of **USD 108.00 plus taxes** (regular price: 225.00 USD plus taxes)

Schedule: From Monday to Saturday (upon appointment)

Test results should be received on the same day or on the following day, depending on the time the test was performed.

DISCLAIMER:

It is every guests' responsibility to verify and ensure that they comply with all requirements for re-entry to their country of origin and that they make timely travel and testing arrangements to ensure getting the mandatory paperwork on time.

It is also recommended that our guests consult their **official government websites** for information about their country's requirements for COVID19 testing (external links are provided below).

The use of the above-mentioned medical services/testing is at our guests' complete discretion. Guests are always responsible for making the necessary preparations before and during their travels, for their actions before and after arriving at the property and will always have the option to visit any local clinic or hospital to take the test on their own or seek any medical attention.

If a guest tests positive, and the on-site Hospiten doctor determines that the symptoms displayed and the physical condition are severe enough to require hospitalization, guests will have to comply with the recommendations.

If a specific treatment or hospitalization is required, and a guest decides to voluntarily refuse, he/she must sign a letter indicating that they are refusing treatment/hospitalization.

Hospitalization fees as well as any fees related to this hospitalization are not under Valentin Imperial Riviera Maya's responsibility.

Although Hospiten Group facilities are recommended, guests can choose to be sent to the hospital of their choice.

Please note that medical consultations through the resort's Hospiten doctor (as a third-party partner) always have a cost. The ANTIGEN and PCR testing fees is for testing only and do not include any other kind of consultation fees, shall guest require an extra medical consultation. There will be a discount on the regular consultation price for COVID19 related consultations.

Valentin Imperial Riviera Maya is not responsible for services, products, and materials provided by third parties. The resort is not responsible for the test availability, Hospiten Group Medical staff schedules, and changes in prices without prior notice, as those prices are subject to negotiations with their suppliers. However, Valentin Imperial Riviera Maya commits to always make arrangements with reputable and recognized companies, such as Hospiten Group, to provide third-party services, products and materials.

The complimentary quarantine hospitality at Valentin Imperial Riviera Maya has no cash value and applies solely as an extension of the current stay - when the guest tested positive while vacationing at the resort.

FREQUENTLY ASKED QUESTIONS:

For guests who have recovered from COVID19 in the past 3 months, please refer to the CDC indications through the link provided below under "External Sources".

What happens if a guest tests positive? How does it work?

As COVID19 protocols in most countries dictate, individuals testing positive for COVID19 must quarantine to avoid infecting the rest of the *population*.

- Valentin Imperial Riviera Maya has an exclusive area on property for guests' quarantine: **Deluxe Jr Suite, building #3, ground floor.**
Note: There are no derogations for the quarantine area established at the resort.
- The quarantine period will be defined by the on-site Hospiten doctor.
- The *standard* for a quarantine period is 14 days. The quarantine period may vary.
- When a guest tests positive after taking the ANTIGEN test, a PCR test can be performed for more thorough results. This is entirely up to the guests' discretion.
- Guests may quarantine together in the same room located in the designated quarantine area, at no cost, with their original travel companion (in the event such companion tested positive while they tested negative). Quarantine rules apply to all guests in the room.
- During the quarantine, guests will receive a daily telephone call from the hospital doctor to see if their situation remains stable. This telephone call follow-up is complimentary.
- After the quarantine period determined by the on-site Hospiten doctor, a medical consultation will be mandatory to confirm that guests who tested positive have recovered. Only after this consultation will a letter clearing the guest for travel be issued (to accompany the positive test result and constitute the "documentation of recovery" required to travel back to the U.S).
- Fees for all medical consultations usually are covered by international travel insurance companies. Please make sure to consult with your specific insurance company about medical consultations coverage at destination.

During the quarantine

- For the safety of our other guests and staff, guests testing positive will have to **always remain in the room** assigned until they are cleared by the on-site Hospiten doctor to return to their country of origin.
- Quarantined guests cannot receive visits to the room from other guests.
- The resort staff cannot enter the room except for the Hospiten doctor.
- Towels, linens, products will be brought to the guests' door upon request.
- Room service will be available for meals and will be brought to the guests' door and alcohol will be suspended during the confinement.

EXTERNAL RESOURCES

USA

Global Airline Testing Order:

https://www.cdc.gov/quarantine/pdf/global-airline-testing-order_2021-01-2_R3-signed-encrypted-p.pdf

Make sure to consult **your official government websites** in the U.S.

<https://mx.usembassy.gov/u-s-citizens-in-mexico-covid-19-information/>
<https://travel.state.gov/content/travel/en/traveladvisories/ea/covid-19-information.html>

As well as the CDC link available for you for information and updates about testing and requirements.

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/testing-international-air-travelers.html>

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Visit CDC's [Travelers' Health website](#) if you would like to learn more about travel insurance.

It is important that you keep informed through the original websites for you to get updates in real time.

Below are some extracts from the CDC website FAQ, Monday, February 1st, 2021.

Requirement for Proof of Negative COVID-19 Test or Recovery from COVID-19 for All Air Passengers Arriving in the United States

If you plan to travel internationally, you will need to get tested no more than 3 days before you travel by air into the United States (US) and show your negative result to the airline before you board your flight, or be prepared to show documentation of recovery (proof of a recent positive viral test and a letter from your healthcare provider or a public health official stating that you were cleared to travel).

**** More information on the above is available on the CDC website ****

When do I need to get a test to travel to the US and what kind of test do I need?

Get tested no more than 3 days before your flight to the US departs. Make sure to be tested with a [viral test](#) (NAAT or antigen test) to determine if you are currently infected with COVID-19. Also make sure that you receive your results before your flight departs and have documentation of your results to show the airline.

Do I need to get a test before leaving the US?

At this time, CDC does not have a testing requirement for outbound travelers, but recommends that you get tested with a [viral test](#) (NAAT or antigen) 1-3 days before you travel internationally. Travelers should check with international destinations for their entry requirements.

What if I have had a COVID-19 vaccine or have tested positive for antibodies? Do I still need a negative COVID-19 test or documentation of recovery from COVID-19?

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

What if I recently recovered from COVID-19?

CDC does not recommend getting tested again in the three months after a positive viral test, as long as you do not have [symptoms of COVID-19](#). If you have had a positive viral test in the past 3 months, and you have [met the criteria to end isolation](#), you may travel instead with documentation of your positive viral test results and a

letter from your healthcare provider or a public health official that states you have been cleared for travel. The positive test result and letter together are referred to as “documentation of recovery.”

A letter from your healthcare provider or a public health official that clears you to end isolation, e.g., to return to work or school, can be used to show you are cleared to travel, even if travel isn’t specifically mentioned in the letter.