



UPDATE ON COVID-19

THE COVID-19 ANTIGEN TESTING AVAILABLE AT ALL OUR BEACH RESORTS COMPLY WITH THE NEW TRAVEL REGULATIONS.

APPLIES IN RESORTS WITH OUR BRANDS: LIVE AQUA, GRAND FIESTA AMERICANA, FIESTA AMERICANA, THE EXPLOREAN.

Dear guest,

Our **Travel with Confidence** program, created to offer you unforgettable experiences in a safe environment through the application of the most effective cleaning and disinfection measures, updates constantly to comply with new international travel regulations and current entry policies published by the United States.

As an additional measure, taking into consideration that many countries require a negative COVID-19 test and vaccination certificate for entering their territories, a local laboratory will be able to perform a free Antigen test within our properties to every guest travelling abroad from Mexico. If needed, please contact our Concierge 36 hours before your departure to schedule an appointment. This service will remain available until these mandatory regulations change.

Remember to check the entry requirements of the country you are travelling to in order to comply with the test-validation timeframe. For the United States, these are the current requirements, applicable upon December 6th, 2021:

- All passengers (vaccinated and non-vaccinated) must present a negative test done 24 hours before traveling.
- Children under the age of 2 years are exempt from certificates and tests.

If a PCR test is needed, our Concierge will assist you gladly. You will only need to call 72 hours prior your departure and schedule an appointment. This service has an additional cost and is subject to availability.

In case of presenting any symptoms related to Covid-19, please alert one of our staff members so they can assist you. Customers are our top priority and we are more than happy to welcome you.

Sincerely,

Enrique Calderón

Chief Operating Officer

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