



# MAJESTIC CARE

Be reassured with Majestic.

## What's covered with Majestic Care?

The guests of Majestic Resorts will be covered by a complimentary insurance policy during their stay at any one of our resorts in Costa Mujeres or Punta Cana, with the company Europ Assistance. This insurance will include the following coverages and services, allowing guests to be reassured in the event of any medical emergency:

- ✓ Medical expenses including hospitalization, pharmaceutical, and surgical expenses up to \$35,295 (€30,000\*)
- ✓ Dental expenses up to \$352 (€300\*)
- ✓ Availability of 24-hour medical teleconsultation
- ✓ Sending of a doctor
- ✓ Sending of an ambulance
- ✓ Emergency transfer to hospital
- ✓ Extension of stay for medical reasons or quarantine up to \$88 (€75\*) per day with a maximum of 14 days per insured guest
- ✓ Extension of stay for medical reasons of a companion up to a maximum amount of \$23 (€20\*) per day and with a maximum of 10 days per insured guest
- ✓ Return of the insured companion (included in the same reservation)
- ✓ Travel expenses of a person to accompany a hospitalized guest for more than 5 days
- ✓ Living expenses of a person to accompany a hospitalized guest for more than 5 days up to \$117 (€100\*) per day with a maximum of 10 days
- ✓ Accompaniment of minors or dependents
- ✓ Travel companion on site up to \$117 (€100\*) per day with a maximum of 10 days
- ✓ Expenses for the travel companion's stay in the clinic up to \$117 (€100\*) per day with a maximum of 10 days
- ✓ Repatriation in the event of illness (insured guest and companions included in the same reservation)
- ✓ Repatriation in the event of death (insured guest and companions included in the same reservation)
- ✓ Accompaniment of mortal remains \$117 (€100\*) days up to 5 days
- ✓ Transfer of mortal remains\*\*
- ✓ Up to \$588 (€500\*) for the days not enjoyed due to repatriation to the country of origin or early return

Insurance coverage will be offered to previous and new bookings for travel from September 20, 2020 through December 31, 2021. Terms and conditions may apply.

\*The maximum compensation will be the amount indicated in Euros at the current corresponding exchange rate. \*\*Based on the regulations of the country in which the guest is traveling.

### How to Activate Your Coverage

If coverage needs to be activated during the guest's stay, the guest must call +34 91 514 99 60. Please be prepared to indicate your full name and booking number, as well as the resort where you are staying.

*This information was valid on the date this policy was published and is subject to change*



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## Questions? We're here to reassure.

### Insurance Policy

#### **Q. What is the cost of Majestic Care for a guest?**

Free! That's right, insurance coverage will be provided complimentary to each guest staying at any one of our resorts.

#### **Q. How long will Majestic Care be made available to guests?**

Insurance coverage is available for guests traveling from September 20, 2020 through December 31, 2021.

#### **Q. Is Majestic Care provided to previous bookings or only new bookings?**

All bookings are eligible for insurance coverage as long as the travel window is between September 20, 2020 through December 31, 2021, including previous and new bookings.

#### **Q. Are guests traveling from all countries eligible for Majestic Care?**

Yes, insurance coverage will be provided to guests traveling from any country.

#### **Q. Will Majestic Care be available for guests staying at either destination?**

Yes, all guests staying at any one of our resorts in Costa Mujeres, Mexico or Punta Cana, Dominican Republic will be eligible for this insurance coverage.



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### **Q. What company will be providing Majestic Care?**

Europ Assistance will be providing the coverage and services for each guest staying with Majestic Resorts.

### **Q. Will telephone consultation be made available to guests through Majestic Care?**

Telephone medical guidance service is available from 9:00 A.M to 9:00 P.M. CEST, and the call center to report medical incidents is available 24/7.

### **Q. What languages will Majestic Care's telephone consultation be offered in?**

Telephone medical guidance service will be offered in English, Spanish, French and German.

### **Q. What hospitals and medical facilities are acquainted with the insurance?**

Each destination is acquainted with select hospitals and medical facilities. A guest that requires a hospital or medical facility is required to call the helpline (+34 91 514 99 60) and will be directed to the applicable hospital or medical facility.

### **Q. How does a guest qualify for repatriation in the event of illness?**

All cases must be authorized by the insurer. Repatriation is used when there is no available care in the destination to properly treat the medical incident.

### **Q. How do guests activate insurance coverage if they need to use it during their stay?**

If insurance coverage needs to be activated during the guest's stay, the guest must call +34 91 514 99 60. Please be prepared to indicate full name and booking number, as well as the resort where the guest is staying.

## **COVID-19 Testing**

### **Q. What Majestic Resorts guests are eligible to receive COVID-19 testing?**

Majestic Resorts will make available COVID-19 testing to guests staying for 3-nights or more and traveling from a country that requires a negative COVID-19 test result upon re-entry.

### **Q. Will COVID-19 testing be available onsite at the resort?**

Both antigen and PCR COVID-19 tests are now available onsite at all resorts.



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## Q. What is the cost for COVID-19 testing?

The cost for COVID-19 testing will vary per test and by destination:

### **Majestic Resorts Punta Cana, Dominican Republic**

- Antigen - Free
- PCR - \$79 USD (or \$89 US for 24-hour express)

### **Majestic Elegance Costa Mujeres, Mexico**

- Antigen - Free
- PCR - \$38 USD

## Q. How do you book an appointment to receive COVID-19 testing?

To make an appointment for a COVID-19 test, please contact:

- **Majestic Resorts Punta Cana** - [theclub.mmpc@majestic-resorts.com](mailto:theclub.mmpc@majestic-resorts.com)
- **Majestic Elegance Costa Mujeres** - [guestservices.mecm@majestic-resorts.com](mailto:guestservices.mecm@majestic-resorts.com)

It is suggested appointments are reserved at least 72-hours prior to departure time from the resort.

## Q. Are COVID-19 testing appointments able to be made in advance of arrival at the resort?

COVID-19 testing appointment reservations may be made while at the resort. If the guest's stay is 3-days or less, appointments may be requested prior to arrival.

## Q. When will COVID-19 test results be available for guests?

The test result delivery time will vary by test and by location. Please visit our website for more details: <https://www.majestic-resorts.com/en/majestic-care>

## Q. How will guests receive their COVID-19 test results?

COVID-19 test results will be available by email or physical documentation.

## Q. What happens if a guest does test positive for COVID-19?

If a guest tests positive for COVID-19, Majestic Care will be activated in order to support the guest with the costs of medical or extended travel expenses as detailed in the insurance policy. The guest may remain in a specified guest room onsite at the resort or in the corresponding hospital with Majestic Care per the diagnosis of the attending physician. Majestic Care is available to all our guests through December 31, 2021.



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### **Q. If a guest tests positive for COVID-19, will they be able to remain at the resort?**

If the guest is asymptomatic or has mild symptoms, the guest may stay at the resort per the diagnosis and under the supervision of the attending physician. The guest will be required to stay in a specified guest room at the resort through recovery.

In any case a guest shows any sign of complications or symptoms worsen, the guest will be transferred to the corresponding hospital associated with Majestic Care:

- Punta Cana, DR: Centro Medico Punta Cana - <https://centromedicopuntacana.com/>
- Costa Mujeres, MX: Hospiten Cancún - <https://hospiten.com/en/hospitals-and-centers/cid/5>

Upon recovery, the guest will be tested again for COVID-19.

### **Q. Are there special rates for a guest that needs to extend their stay due to a positive test for COVID-19? Will this rate be extended to everyone in the travel group, not just the person that has tested positive?**

A special rate for the extension of the guest's stay will be offered of \$100 USD pppn in double occupancy or \$120 USD pppn in single occupancy. Payment will be made directly at the hotel.

Majestic Care will cover a partial reimbursement of extended stay costs as detailed in the insurance policy.

### **Q. What are the requirements for proof of a negative COVID-19 test or recovery from COVID-19 for guests returning to the United States?**

According to the CDC, 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 and show your negative result to the airline before you board your flight, or be prepared to show documentation of recovery defined as 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.

For more details, refer to the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/testing-international-air-travelers.html>

