



Experience a vacation designed with care

We understand that traveling in these times raises concerns. As a leader in responsible tourism, Iberostar has implemented 300+ safety hygiene measures backed by a Medical Advisory Board and guidance from world-renowned accredited institutions like the WHO.

In addition to the extensive preventative measures Iberostar provides, various complimentary services and support are available in case you need them while staying on one of our luxury resorts in Mexico and the Caribbean.

Travel at Ease Complimentary Assurance Policy



We are there for you when you need us the most

In the unlikely event that your vacation is disrupted due to you or one of your family members showing symptoms of COVID-19 while on your vacation, Iberostar provides you with a range of complimentary services to enable you to Travel at Ease and focus on relaxing and having fun.

Financial Ease

- COVID-19 PCR tests offered at no charge for those exhibiting symptoms
- Extension of stay at no cost up to 10 days then a below cost rate* for additional days if required
- In case of early departure, guests will receive a full refund and complimentary airport transfer
- Masks and gloves are provided free of charge
- Single adults who present positive results for COVID-19 and are traveling with children, will be offered special below-cost rates for an accompanying adult to care for the children*

Caring for you and your family

- Isolation rooms will be made available for you and your family members with all necessary amenities including:
 - Constant medical monitoring
 - Contactless room service is available 24/7 with personalized and nutritionist supervised meals
 - Prescription medication refills should you run low **
 - A cleaning kit with biodegradable cleaning products
 - Additional toiletry amenity pack
 - Complimentary in room entertainment, games and activities including Star Camp activity packs for children

Book through your favorite tour operator, call 1 855-378-9011 or visit iberostarpro.com.
Visit iberostaragents.ca for the latest promotions and updates.

Not applicable to Cuba.
* Special rate of \$50USD per night (children \$25USD).
** Where legally possible and available based on the destination and the medication.

