

Iberostar - How We Care update

Ensuring Peace of Mind



PCR Covid-19 tests now available at Iberostar Hotels in Mexico, the Dominican Republic, Jamaica, Cuba and Brazil.

In addition to all the hygiene and safety measures implemented by Iberostar, our guests will now be able to take the PCR COVID-19 test for an additional cost, payable by credit card. Proof of a negative COVID-19 test result must be presented to the airline prior to boarding, and must be taken within 72 hours of the traveller's scheduled departure to Canada. Guests can schedule a test in advance and receive the results within 24 hours. Upon arrival at any Iberostar hotel, guests will receive the necessary details regarding the testing process and will be able to arrange an appointment.

How We Care - Additional safety measures to ensure our guests' peace of mind.

Leading in responsible tourism, Iberostar implemented the *How We Care* initiative in April 2020 including **300+ safety and hygiene measures** backed by a Medical Advisory Board and world-renowned accredited institutions. These actions have created the safest environment possible for guests to enjoy their vacation and take full advantage of the luxurious amenities with the utmost care, providing the personalized attention Iberostar prides itself in. **Over 98%** of guests that were surveyed in Iberostar Hotels stated they are **Very Satisfied** or **Satisfied** with the safety measures applied.

Overall Peace of Mind with Travel At Ease

In addition to all the hygiene and safety measures implemented at all Iberostar properties, we also offer our *Travel At Ease* Complimentary Assurance package.

What if a guest tests positive?

In the unlikely event that a guest's vacation is disrupted due to testing positive to COVID-19 during their stay, Iberostar still continues to provide a range of **complimentary services** through *Travel At Ease*. This package includes: **extension of stay at no cost up to 14 days*****, full refund of dates not used (in case of early departure), isolation rooms with all necessary amenities, such as constant medical monitoring and contactless room service, among others.

*Currently tests will be offered for stays until March 31, 2021. Consult the concierge about the available dates for testing at each hotel. **Fees subject to change. *** Mexico, Dominican Republic and Jamaica. Other destinations: Up to 10 days.

