

# IMPORTANT COVID-19 INFORMATION

At Grand Hyatt Playa del Carmen the safety and well-being of our guests is our number one priority. By official disposition dictated by the government of the State of Quintana Roo, it will be recommended to present **proof of vaccination, antigen test or PCR** (with negative result performed maximum 72 hours before) at check-in or entering any of our restaurants and/or facilities. This regulation applies to people over 18 years of age, including guests, collaborators and suppliers.

The tests we offer comply with official travel regulations and the results are delivered by e-mail. The resort offers **two complementary antigen tests for minimum stays of four nights**. And quarantine services in case the guest tests positive, where a 50% discount on the standard rate and on food and non-alcoholic beverages will be provided.

## GENERAL CONSIDERATIONS

1. All patients applying for this type of testing must be asymptomatic.
2. All patients will sign a privacy notice in order to share the test results with the hotel.
3. Prepayment is required to perform the test.

**Grand Hyatt Playa del Carmen only provides the contact and facility for each guest to make appointments for each test. The hotel is not responsible for test results, timing or any other information or guidance provided by the outside provider.**

For more information contact directly our team at:  
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