



Extended Stay Protection

\$49 per person | plus tax

For just \$49 plus tax, per person, per stay and paid at the time of arrival, Playa's Extended Stay Protection provides peace-of-mind that in the event of testing positive for COVID-19, quarantine accommodations will be provided at no additional cost for up to 10 nights. Children 12 and under, staying in the same room with guests that have opted for Playa's Extended Stay Protection, are complimentary.

As a reminder, complimentary on-site COVID-19 antigen tests are available to registered guests at our resorts in Jamaica and Mexico, based on a 3-night minimum stay, along with discounted COVID-19 PCR testing. On-site COVID-19 antigen tests are complimentary at our Dominican Republic resorts based on a 3-night minimum stay and on-site COVID-19 PCR tests are complimentary based on a 7-night stay.

The Details:

- Complimentary on-site Antigen & PCR testing at all Dominican Republic resorts. A 3-night minimum stay requirement for complementary antigen testing. A 7-night minimum stay required for complimentary PCR testing
- Complimentary on-site Antigen tests at resorts in Mexico and Jamaica, based on a 3-night minimum stay
- Discounted PCR tests for guests in Mexico and Jamaica or guests staying less than seven nights in the Dominican Republic
- PLAYA's Extended Stay Protection guarantees quarantine accommodations at a standard category room for up to 10 nights at no additional charge

Terms & Conditions:

- *Extended Stay Protection ensures that up to 10 nights of quarantine standard room accommodations are available at no additional charge should a guest or all guests registered to a specific room are not allowed entry to their departure destination (country) as a result of testing positive for COVID-19.*
- *Extended Stay Protection covers the cost of a standard category room and does not include incidental costs or any additional charges due to a delayed departure*
- *Extended Stay Protection does not cover the cost of additional COVID-19 testing not already included as part of the guest's stay.*
- *Extended Stay Protection may only be purchased until midnight on the day of arrival/check-in.*
- *To qualify for Extended Stay Protection, adults and children, above age 12, staying in the same room must pay \$49 plus tax, per person, per stay.*
- *Purchase of PLAYA's Extended Stay Protection is non-refundable, non-cancelable and non-transferable.*
- *Offer subject to change without notice*

EXTENDED STAY PROTECTION Q&As

MEXICO

- What is procedure for guests that paid \$49 ESP protection plan?
 - What do we do if the one person testing positive is a child? Does on or both parents get to stay? If the parents stay, are they given a separate room? **If the child test positive, the parent has the right to stay with the child if they want to be in the room with their child or ask for a separate room. If the parent bought the ESP but tested negative, he still has to pay the distressed rate, because the ESP only applies to guests testing positive.**
- Do guests always change rooms if testing positive? **Yes, there is a special section (covid section) in all our resorts**
- Once an ESP guest tests positive ... how quickly can they retest? **They can retest the next day or any day they want. The fee is \$30.00usd in Mexico**

JAMAICA

1. What is the procedure for guests that paid the \$49 ESP protection plan?
 - a. If Guest purchase the ESP and test positive for COVID, they must quarantine for 10-days.
 - b. If guests originally purchased 1 room, they would get 1 room complimentary with the \$49 + tax fee per person.
 - c. If, for example, only 1-person of a party of 4 gets COVID and they had initially stayed in one room, we will comp 1 room for the person with COVID if they purchased the \$49 plan.
 - i. The other 3 have a choice to return home, or if they choose to stay, they could purchase a second room at the distressed rate.
2. Does someone testing Negative get to stay with their traveling companion who tested positive?
 - a. Not recommended
3. What do we do if the one person testing positive is a child?
 - a. Children cannot quarantine by themselves; therefore, an adult must stay with them.
4. Does one or both parents get to stay? If the parents stay, are they given a separate room?
 - a. If both parents choose to stay, they are charged an additional 50% of the original room rate or the distress rate.
5. Do guests always change rooms if testing positive?
 - a. All resorts have an isolation corridor approved by the MOH for C-19 positive Guests.
6. Once an ESP guest tests positive ... how quickly can they retest? PCR after 5-days.
 - a. How quickly can the retest in Jamaica? **On the 6th day.**
 - b. Who pays for the retests? **The Guest.**

DR

- What is procedure for guests that paid \$49 ESP protection plan?
 - What do we do if the one person testing positive is a child? Does on or both parents get to stay? If the parents stay, are they given a separate room? **An adult must stay with a positive Covid child and need to follow same protocol as if Covid. Parents pay the distress rate unless they have the ESP. This only last 14 days. In case that father or mother become positive of Covid later, the 14 days count from the first day they stayed with the child.**
- Do guests always change rooms if testing positive? **Yes, there is a special section (covid section) in all our resorts**
- Once an ESP guest tests positive ... how quickly can they retest? **Guests can have a second test anytime with no need to wait between one and another test. Guests pay for the tests. As soon as they get a negative test, they can leave the country.**