



# MAJESTIC CARE

Be reassured with Majestic.

## Questions? We're here to reassure.

### COVID-19 Coverage

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

Free! That's right, coverage will be provided complimentary to any guest who tests positive for COVID-19 at any one of our resorts.

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

Coverage is available for guests traveling from January 1, 2022 through August 31, 2022.

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

All bookings are eligible for coverage as long as the travel window is between January 1, 2022 through August 31, 2022, including previous and new bookings.

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

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

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

Yes, any guest who tests positive for COVID-19 while staying at any one of our resorts for 3 nights or more in Costa Mujeres, Mexico or Punta Cana, Dominican Republic will be eligible for this coverage.



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

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 quarantine in a specified guest room at the resort through recovery.

In the event that a guest shows any sign of complications or symptoms worsen, the attending physician will advise if the guest will require transfer 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>

Majestic Care will cover standard hospitalization fees at no extra charge, if required by the attending physician. Upon recovery, the guest will be tested again for COVID-19.

## Q. Can a guest who tests positive for COVID-19 extend their stay at the resort? What about guests in their travel group?

We offer a complimentary extension of their stay for any guest who tests positive to quarantine in-room for a maximum of 14 days, along with a complimentary extension of stay for one companion per guest who tests positive in a separate room for a maximum of 14 days.

Additional companions (up to 3) will receive a discounted rate of \$100 USD per person per night\* (\$150 pppn for single occupancy) to stay in an isolated quarantine room on property for a maximum of 14 days.

*\*The rate for additional companions of a guest that tests positive for COVID-19 apply as follows: \$100 double occupancy, \$150 single occupancy, \$70 triple or quad occupancy, or \$33 child (ages 2-12). Rates are in USD per person per night.*

*Terms and conditions are subject to change at any time.*

## 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.



## 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 - \$65 USD (\$150 USD per person 24-hour express available only at Centro Medico Punta Cana located approximately 10 minutes from the resort)

### **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 Mirage Punta Cana - [theclub.mmpc@majestic-resorts.com](mailto:theclub.mmpc@majestic-resorts.com)
- Majestic Elegance Punta Cana - [guestservice.mepc@majestic-resorts.com](mailto:guestservice.mepc@majestic-resorts.com)
- Majestic Colonial Punta Cana - [guestservice.mcpc@majestic-resorts.com](mailto:guestservice.mcpc@majestic-resorts.com)
- Majestic Elegance Costa Mujeres - [guestservice.mecm@majestic-resorts.com](mailto:guestservice.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 with Guest Services. 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. 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 quarantine in a specified guest room at the resort through recovery.

In the event that a guest shows any sign of complications or symptoms worsen, the attending physician will advise if the guest will require transfer to the corresponding hospital associated with Majestic Care as specified above.



**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?**

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

