



Ocean by H10 Hotels Update: COVID19 Pandemic Cancellation and Quarantine Policy.

Dear Travel Partner,

Ocean by H10 Hotels will allow guests to cancel their stay within 24 hours form arrival under the circumstances listed below for reservations made April 1st to June 30th and with travel thru October 31st, 2022.

- Positive Covid 19 test, if the arriving guest has tested Positive for Covid19 and can provide proof of test results or medical certificate.
- In case of death or accident providing document support evidence.
- If guests become ill prior to travel and can provide medical proof.
- Airline last minute itinerary reschedule (Within 5 days prior to travel).
- Sudden airport or border closure due to weather or force majeure.
- Access denial to destination by immigration officers in the countries of Mexico, Dominican Republic or Jamaica.

COVID-19 Testing at Ocean by H10 Hotels.

Our guests can take a rapid test (Antigen) and or the PCR (Molecular test). Guests are responsible for the test cost, which can be taken by appointment on arrival scheduling with our Guests concierge services. The costs can vary slightly by destination.

Positive Test Results and Quarantine

There are several steps to follow if a guest tests positive with COVID19. The guest will be required to remain in the property in quarantine following the protocols indicated by local health authorities. Ocean by H10 Hotels will provide distressed rates for the guest tested positive with COVID19 as well as any family members or companions traveling with them that choose to remain in resort for duration of their quarantine. The guests can reclaim expenses against their travel or health insurance where applicable.

DESTINATION/HOTEL	ANTIGEN TEST	PCR	DISTRESSED RATES
MEXICO			
Ocean Riviera Paradise Ocean Coral & Turquesa Ocean Maya Royale	35 USD	90 USD	85 USD
DOMINICAN REPUBLIC			
Ocean Blue & Sand Ocean El Faro	35 USD	80 USD	75 USD
JAMAICA			
Ocean Coral Spring Ocean Eden Bay	45 USD	75 USD	110 USD

GROUPS

The following conditions apply with a booking window from April 1st to June 30th 2022 and Travel Window until October 31st 2022.

- No penalty up to 45 days prior to arrival
- 44 days to 20 days prior to arrival 30% maximum of the group can cancel with no penalty.
- 19 days to 08 days prior to arrival 20% of the group can cancel with no penalty.
- 7 days to 0 days 100% full penalty applies.

We look forward to welcoming our valued guests on an exceptional stay at **Ocean by H10 Hotels**.

Sincerely,

Juan Carlos Fernandez

Vice President of Sales and Marketing



*Conditions apply and offer subject to change; offer is valid in all Ocean by H10 Hotels resorts in Mexico, Dominican Republic and Jamaica.