

May 09, 2022

Dear Travel Partner,

The Consumer Confidence is rapidly increasing, and getting motivated to resume their travel plans along with their love ones.

While this is happening, the local governments are slightly making some adjustment to their former statements. As a result of this, on **May 3rd, 2022** the Center for Disease Control and Prevention (CDC) stated the following in their official portal: *“As a result of a court order, effective immediately and as of April 18, 2022, CDC’s January 29, 2021 [Order](#) requiring masks on public transportation conveyances and at transportation hubs is no longer in effect. Therefore, CDC will not enforce the Order. CDC continues to recommend that people wear masks in indoor public transportation settings at this time.”*

Based on the above, the following items are the most updated revisions we have made to our Corporate statement.

The Center for Disease Control and Prevention (CDC) continues stating that all passengers entering to the United States and many other countries are required to present proof of negative COVID19 test lab, for testing conducted within 24 hours of arrival.

SAME DAY RESULTS: COVID19 test result will be given to our Guests on the same day. Guests can easily make their COVID19 test appointment ahead of time via our application. We will appreciate you take note on the pricing and service hours, which are available effective immediately (and until further notice) for our mutual passengers who requires a COVID19 test prior to departure, based on the following:

DESTINATION	ANTIGEN COVID19 RAPID Test. Price is Person in USD		PCR COVID19 Test. Price is Person in USD		SERVICE HOURS		
	Taxes may apply		Taxes may apply		FROM:	TO:	
MEXICO:	Cost may be subject to change without notice						
Costa Mujeres	\$	25.00	\$	95.00	8:00	16:00	
Riviera Maya	\$	25.00	\$	95.00	8:00	16:00	
Puerto Vallarta	\$	25.00	\$	95.00	10:00	13:00	
DOMINICAN REPUBLIC:							
Punta Cana	\$	25.00	\$	90.00	9:00	16:00	
Cap Cana	\$	25.00	\$	90.00	8:00	11:00	
JAMAICA:							
Montego Bay	\$	40.00	\$	120.00	9:00	17:00	

IMPORTANT: at our Riviera Maya properties, there are specific service hours for PCR tests: from 9 to 12hrs.

Our Sister Hotel, Dominican Fiesta in Santo Domingo, Dominican Republic is not included in this statement.

As we make progress around the world and more people are getting fully vaccinated every day and things are returning to normal, Palladium Hotel group will continue updating our statements regarding the COVID19 Testing and Quarantine Policy.

As a reminder:

1. We continue to closely monitor the latest developments surrounding COVID19, we are aware of several countries are requiring a negative COVID19 test result from air passengers 24hrs prior to boarding an international flight to their destinations.



2. We remain true to our commitment of providing a seamless and safe travel experience for all, we have actively worked to offer convenient and affordable onsite testing options for guests having to meet those requirements.
3. The following information regarding onsite testing will be available at the hotel for guests whose countries have imposed a mandatory testing requirement*. Guests can easily book their appointment via our APP upon check-in.
4. **ONSITE TESTING FOR U.S.A. & CANADA TRAVELERS:**
 - a) At Palladium Hotel Group we will continue providing this service on site.
 - b) All existing bookings made before July 15th, 2021 (including definite groups) will continue getting the COVID19 Antigen test free of charge until further notice.
 - c) *Complimentary antigen tests do not apply towards Complimentary Stays, Travel Agent Rates or Special Discount Reservations.*
 - d) Starting July 16th, 2021, all new bookings of passengers arriving at any Palladium property can get the test on-property at the costs detailed above.
 - e) Passengers fully recovered from COVID19 in the last 3 months (90 days) preceding the flight's departure from an international destination, may choose to present "documentation of recovery" that includes positive viral test results and an official letter from a healthcare provider stating they have been cleared for travel.
 - f) For more information on this testing requirement, please visit the [CDC website](#).
 - g) These conditions may vary and are subject to change without previous notice.

QUARANTINE & HEALTH INSURANCE:

1. **QUARANTINE POLICY:** As of Dec 27th, 2021, the [CDC website](#) has shortened the recommended time for isolation from 10 to 5 days, for people with COVID-19, therefore effective immediately we are revising our Quarantine Policy as follows:
 - a). Palladium Hotel Group will continue offering 1 room accommodation (on single occupancy) on complimentary for up to 5 nights in the event any of our guests test positive while staying on property and requires quarantining.
 - b) A 30% discount over the rates available on our website will be offered, in the event a 2nd room is needed and/or additional nights are required. This rate is net, non-commissionable. Guest must pay directly at the hotel.
 - c). This policy will be available starting immediately, for Guests arriving between now and June 30th, 2022, or until further notice.
2. **STAY SAFE PLUS INSURANCE:** For the last 12 months Palladium Hotel Group has offered this insurance completely free of charge to our Guests, it is important for you to know that this benefit has expired since Dec 4th, 2021.
3. **HEALTH INSURANCE:** Palladium Hotel Group will no longer offer any Health Insurance coverage/services; therefore, Traveler is responsible for any medical expenses in case of testing positive with COVID19.
4. **TRAVEL INSURANCE PROTECTION:** It is extremely recommended that the Traveler buys a Travel Insurance Protection, so he/she gets a full coverage in case the trip is interrupted or cancelled for any reason. Palladium Hotel Group is not obligated to credit partially or totally refund of the stay in the event the Traveler's vacation is interrupted/affected for any reason. No exceptions are granted.

We thank you again for your continuous support and understanding.

Kind Regards,

