



Iberostar - How We Care update for US Guests

Now Included: Complimentary COVID-19 Antigen tests added to the Travel At Ease complimentary assurance program at Iberostar properties in Mexico, the Dominican Republic, Jamaica and Brazil for all US Guests.

How We Care - Additional safety measures to ensure our guests' peace of mind.

Leading in responsible tourism, Iberostar implemented the [How We Care](#) initiative in April 2020 including **300+ safety and hygiene measures** backed by a Medical Advisory Board and world-renowned accredited institutions. These actions have created the safest environment possible for guests to enjoy their vacation and take full advantage of the luxurious amenities with the utmost care, providing the personalized attention Iberostar prides itself in. **Over 98%** of guests that were surveyed in Iberostar Hotels stated they are **Very Satisfied** or **Satisfied** with the safety measures applied.

Overall Peace of Mind with Travel At Ease - now with complimentary Antigen testing

In addition to all the hygiene and safety measures implemented at all Iberostar properties, we have also expanded what is included with our [Travel At Ease](#) Complementary Assurance. Effective January 26th, in line with the new CDC guidelines, our guests will now be able to take the COVID-19 antigen test on site* before returning to the U.S. **at no additional cost for all adults and children.** This service is **available every day** and is provided by an accredited medical testing lab that complies with the requirements of the CDC conveniently available **in dedicated facilities within our resorts.** Results are provided typically within 30mins of the test. Tests will be offered for stays until at least March 31, 2021.

What if a guest tests positive?

In the unlikely event that a guest's vacation is disrupted due to testing positive to COVID-19 during their stay, Iberostar still continues to provide a range of **complimentary** services through [Travel At Ease](#). This package includes: **extension of stay at no cost up to 10 days**, full refund of dates not used (in case of early departure), isolation rooms with all necessary amenities, such as constant medical monitoring and contactless room service, among others.

Guests will be advised upon arrival regarding the details of the testing process and will be able to schedule the appointment in advance. Antigen test results will be sent within 30 minutes after the test is completed.

For those guests interested in taking the PCR test, these will also be available in all our properties at an additional cost. For more information, click [here](#).

* All properties with the exception of Iberostar Cozumel will have on-resort testing. Cozumel guests will be able to take both the antigen (complimentary) and PCR (at cost) tests at an accredited clinic 30 minutes from the hotel.

A handwritten signature in blue ink, appearing to read 'J Long', with a date '8/19' written below it.

John Long
VP of Sales and Business Development - USA
Iberostar Hotels & Resorts