



Sandos Hotels & Resorts announces new support measures in the face of recent entry restrictions in countries such as the United States and Canada, among others.

January 14th, 2021

Given the current demand by some countries to present a negative antigen test (USA) and a negative PCR test (Canada) by any person, nationalized or not, who intends to enter the country, Sandos Hotels & Resorts has implemented a series of measures in support of our current and future guests. These consist of:

- Alliance with hospital medical centers that offer the required tests at reduced prices for our guests within the different hotels
- Support with special rates If a case is detected among our guests and they have to extend their stay
- Specialized action protocols for case detection to ensure the well-being of the affected person and the other guests

With these new measures, we want to reassure all those who are thinking of taking a vacation and make all the means available to them so that they know that they will be able to return to their countries in compliance with current regulations.

Sandos remains committed to offering safe environments respecting all safety and hygiene regulations so that our guests can enjoy a memorable vacation in the best destinations in Mexico.

In addition, we want to make the following FAQ available to our collaborators and clients to help them resolve any doubt, or as always, our usual communication channels through our call center and customer service telephones. Stay tuned to our web and social media channels for more updates.



When do I need to get a test to travel? What kind of test do I need?

You should get tested no more than 3 days before your flight departs. You need to be tested with a viral test (negative antigen test for the USA and a negative PCR test for Canada). Make sure to have the results before your flight departs and the proper documentation to show the results to the airline.

What if I recently recovered from COVID-19?

As long as you do not have any symptoms of COVID-19, you haven't been in contact with a person with COVID-19, and you have properly isolated yourself, you may travel. The CDC recommends traveling with a letter from your healthcare provider that you are cleared for travel.

What happens if I don't take a test and want to travel to the US, Canada, or other countries that require a negative test?

Any passenger traveling to the US, US, Canada, or other countries that require a negative test, is required to provide a negative COVID-19 test. IF you do not, you will not be permitted to board the plane.

What happens if I test positive while staying at the hotel?

If you test positive for COVID-19 while at the hotel, you are required to self isolate immediately. At Sandos, we do offer rooms for self-isolation at an extra rate. You will be confined to the room and cannot leave. You will be provided with 3 meals a day and non-alcoholic beverages. If you wish to move to an Airbnb or another apartment off of the resort to be freer, we will provide you with assistance.

What is a verifiable test result?

A verifiable test result must be in the form of a written document in paper or electronic format. A NAAT or antigen viral test is required to be performed; a negative result is obligated within 3 days before the flight.

Do I need to get a test before traveling to Mexico?

It is not required to provide a negative test to enter Mexico, but it is recommended to stop the spread of infection.



What happens if my flight is delayed and it goes over the 3-day limit for testing?

If your flight is delayed, it is still required that your test is within 3 days. If your test passes the 3-day requirement, you need to get retested.

If I am connecting through the US to another country, do I still need to get tested?

Yes. Any flight entering the US, even for a connection, will require testing before departure.

What if I have had a COVID-19 vaccine?

You still need to provide a negative COVID-19 test result.

How Much are COVID-19 Tests, and Where Can I Get Them?

Each Sandos Hotel complies with local health centers for preferential rates: COVID-19 PCR: \$ 2,250 MXN and Rapid Antigen Test: \$ 450 MXN through Costamed hospitals (rates valid for guests staying at Sandos Caracol, Sandos Playacar and Sandos Cancun ; COVID-19 PCR: \$ 7,500 MXN and Rapid Antigen Test: \$ 1,000 MXN at AMC hospitals (for guests staying at Sandos Finisterra) Prices are subject to change without prior notice.

How is Sandos Protecting Guests?

Sandos has developed advanced hygiene protocols and cleaning measures, part of our Clean Stay initiative. All of our collaborators are also equipped with PPE equipment to keep guests safe and healthy at all times.