



January 6th, 2020

UPDATES:

- NEW GOVERNMENT TRAVEL REQUIREMENTS
- PCR COVID19 TEST AVAILABLE ON PROPERTY
- COVID19 FREE INSURANCE
- HEALTH & SAFETY PROTOCOLS

Dear Valued Travel Partner,

HAPPY NEW YEAR! First, we want to take this opportunity to wish you and your Family, an amazing 2021, full of health, love, joy, and with the faith and optimism that the travel industry will recover from this crisis!

As we continue navigating these trying times, you may be now aware, there are new government travel requirements which will be in place, in CANADA effective January 7th, 2021, and potentially in the USA any time soon.

In preparation for these new measurements, please be advised that effective January 14th, 2021, Palladium Hotel Group will have the PCR COVID19 Test available (\$) on property at the Doctor’s Office. Test is performed by the Doctor on duty and the results will be available within 72hrs after. It is recommended Guests schedule the appointment upon check-in at the hotel. Traveler must have test results ready to return to their home country.

It is important to mentioned that this is a third-party service provided by certified local labs/hospitals in partnership with our in-house Doctors. Palladium Hotel Group is taking this initiative for non-profitable purposes to make it easier for the Guests, so they do not have to leave the hotel, but rather take the test in the comfort of our premises, although Guest will always have the option of visiting any local clinic to take the test on his/her own.

Please take a note on the following average prices detailed below. Cost may vary depending on the destination; it is the same cost for Adult or Child, and it is subject to taxes and changes without previous notice. Credit Card Fees may apply when posting this charge via the hotel’s Guest Folio.

		PCR COVID19-Test	
		Average Cost per Person + Taxes	
DESTINATION		From	To
MEXICO:			
	Costa Mujeres	\$ 150.00	
	Riviera Maya	\$ 150.00	
	Puerto Vallarta	\$ 250.00	
DOMINICAN REPUBLIC:			
	Punta Cana	\$ 140.00	
	Cap Cana	\$ 140.00	
JAMAICA:			
	Montego Bay	\$ 232.00 (Mon-Fri)	\$ 350.00 (Sat-Sun)

Hopefully, these new travel requirements are temporary and get more relaxed as the vaccine makes its way through most of the population.

In the meantime, we would like to remind you of some of the industry-leading initiatives Palladium Hotel Group is providing to our Guests to boost the travel confidence of all our travelers regardless the booking channel:

STAY SAFE - NEW COVID19 HEALTH INSURANCE COVERAGE – FREE!

As a piece of mind for all our Tour Operators, Travel Agents, and mutual Guests, we have a new COVID19 Health Insurance Free-of Charge for all our Guests and effective from the moment of check-in until the moment of check-out. It is valid for 12 months from the moment we re-opened a property. This insurance will cover all our Guests staying at any of our hotels. This information is available on our website.

• **HEALTH & SAFETY PROTOCOLS**

We know that the most important thing for a Traveler right now is the reassurance of the safety and security of their travel experience, for that reason, it is important for us to remind you that our Health & Safety Protocols are certified by SGS. SGS is the world’s leading inspection, verification, testing, and certification company recognized as the global benchmark for quality and integrity.

We have been publishing and sharing with you all our H&S protocols. This information and collateral assets are available on our website, but please feel free to reach out to our Marketing Team in case you need any further assistance.

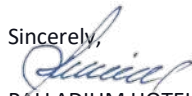
 **SAFETY & WELL-BEING ONLINE RESOURCES:**

- TAKE THE TOUR & LEARN: Jesus Zalvidea our Managing Director at TRS Coral & Grand Palladium Costa Mujeres walks you step by step through all our Corporate Health & Safety Protocols, Certifications, and our FREE Guest's Health Insurance Protection. <https://www.linkedin.com/feed/update/urn:li:activity:6689928848596967424/>
- CORPORATE HEALTH & SAFETY MEASURES: https://www.youtube.com/watch?v=xs_dLGyd_H0&t=11s
- STAY SAFE-Plus: <https://www.palladiumhotelgroup.com/en/stay-safe-covid19-america>
- THE IMPORTANCE OF DENSITY: <https://www.linkedin.com/feed/update/urn:li:activity:6691059724814839808/>
- PURE ROOM: <https://www.youtube.com/watch?v=2SfJvp6bKuA>
- MEDIA VALET <https://palladiumhotelgroup.mediaalet.com>

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Thank you in advance for your continuous support and understanding.

Sincerely,


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