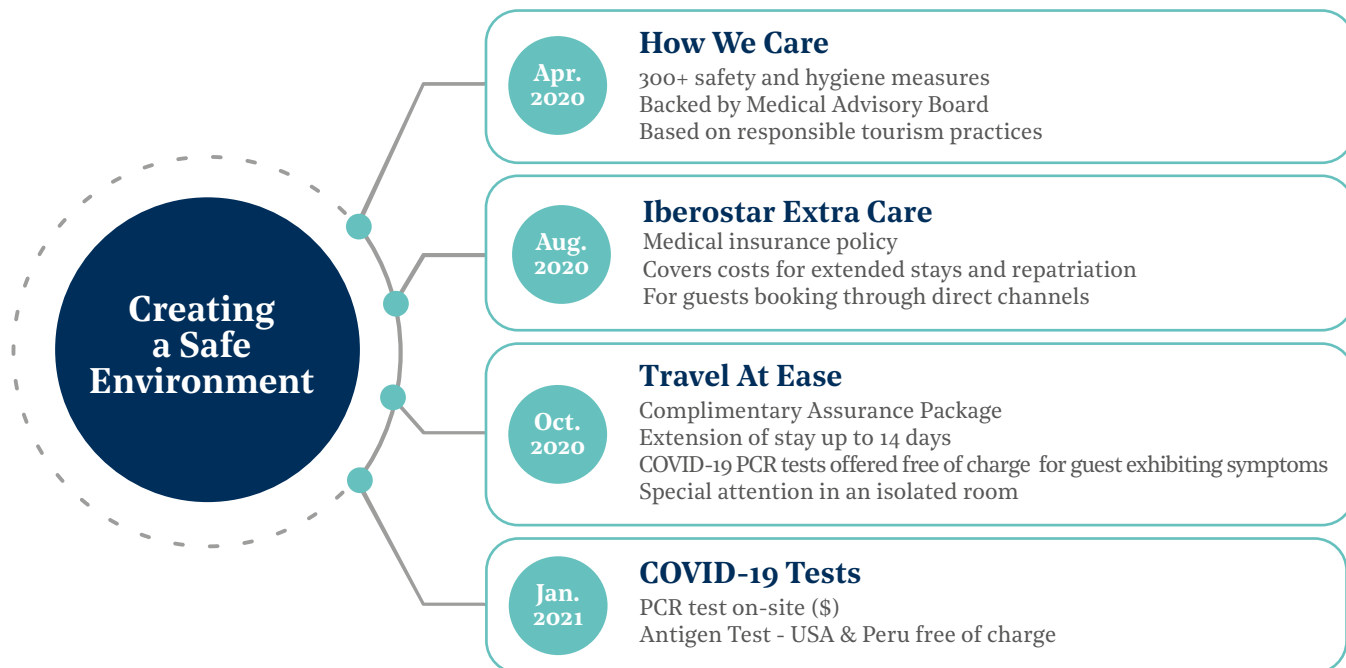




COVID-19 Coverage



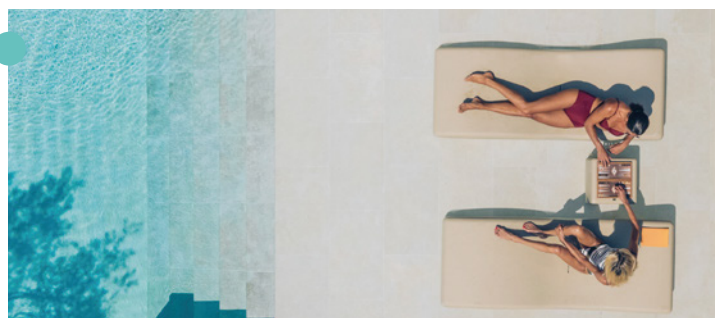
How We Care

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.

Extra Care

Iberostar Extra Care Insurance offered through Europ Assistance, with no cost for the guests. This basic insurance is automatically included in all reservations made through our website, IberostarPro or by contacting our Call Center, and covers any medical issues during your vacation (including COVID-19).



Travel At Ease

In addition to all the hygiene and safety measures implemented, we offer a Complimentary Assurance Package.

Applies to all customers, regardless of the booking channel and in case of not having other insurance that covers the services offered in Travel At Ease. Valid for stays up August 15, 2021 (inclusive).

What do we offer?

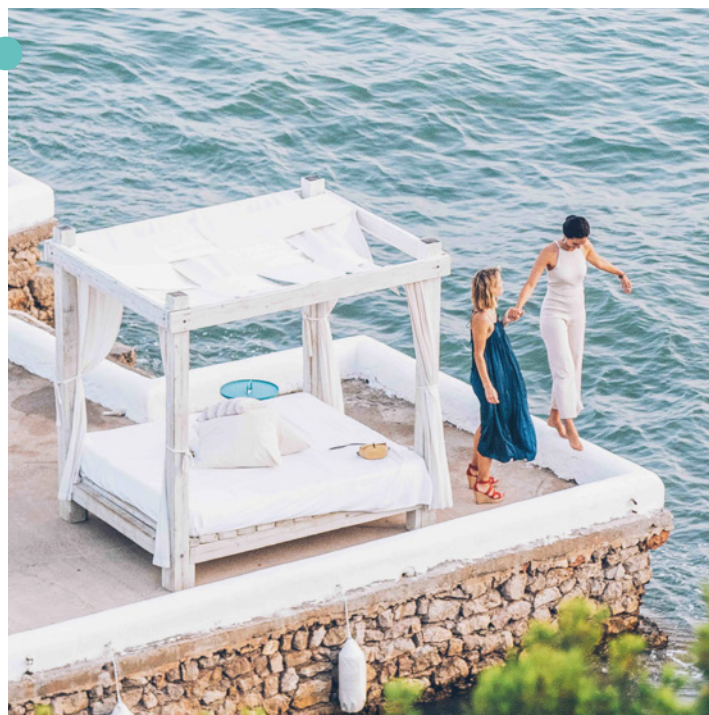
COVID-19 PCR tests offered at no charge for those exhibiting symptoms if recommended by an accredited doctor. In case of a positive result, isolation is required.

Extension of stay at no cost up to 14* days, thereafter a special discounted rate** for additional days will be charged.

In case of early departure, Iberostar will refund the days not used.

Personal protective equipment (masks and gloves) free of charge.

Single adults who present positive results for COVID-19 and are traveling with children, will be offered special discounted rates for an accompanying adult to care for the children**



Isolation rooms will be made available for you and your family members with all necessary amenities including:

- Constant medical monitoring
- Contactless room service with personalised menu available 7 days a week
- Prescription medication refills should you run low ***
- Additional toiletry amenity pack (on request)
- Complimentary in room entertainment, games and activities including Star Camp activity packs for children

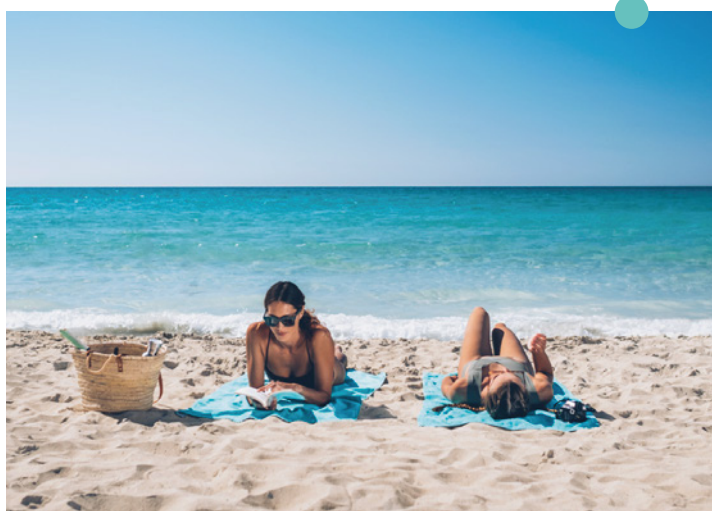
* MX, DR and JM. Other destinations: Up to 10 days. | ** USD 50 per person / per night | *** Where legally possible and available based on the destination and the medication.

COVID-19 tests now available at Iberostar Hotels in Mexico, the Dominican Republic, Jamaica and Brazil.

In addition to all the hygiene and safety measures implemented and the Travel At Ease Assurance, our guests will now be able to take COVID-19 tests.

Guests can schedule a test (PCR or Antigen) in advance and receive the results within 24 hours. Upon arrival at any Iberostar hotel in Mexico, Dominican Republic, Jamaica and Brazil, guests will receive the necessary details regarding the testing process and will be able to arrange an appointment.

Besides the onsite PCR test (\$), we also offer Antigen tests (free of charge) for Iberostar guests traveling back to the U.S. and Peru, as long as this is required by local authorities.



How does it work?

	PCR	Antigen
Markets	All	USA / Peru
Destinations	All	All
Cost	YES*	NO
Deadline	March, 31 2021	until it is required

DESTINATION	HOTEL	COST (USD)	ON-SITE
Mexico	Iberostar Paraiso Complex	135	yes
Mexico	Iberostar Tucan & Quetzal	135	yes
Mexico	Coral Level Cancun & Selection Cancun	135	yes
Mexico	Iberostar Selection Playa Mita	176	yes
Mexico	Iberostar Cozumel	124	yes
Dominican Rep.	Iberostar Bavaro Complex	120	yes
Dominican Rep.	Iberostar Costa Dorada	79	Near
Dominican Rep.	Iberostar Selection Hacienda Dominicus	125	yes
Jamaica	Iberostar Rose Hall Complex	150	yes
Brasil	Iberostar Praia do Forte Complex	102	yes

When we offer free COVID-19 tests:



When the guest is exhibiting symptoms and test is recommended by a medical professional. Part of our Travel At Ease program.

Until August 15, 2021



For anyone travelling via or to USA/Peru.

Until it is required by these countries.