



ONSITE TESTING FAQ

CANCUN . PUNTA CANA . VALLARTA
RIVIERA MAYA . LOS CABOS
AN ALL-INCLUSIVE EXPERIENCE

IS A QUARANTINE MANDATORY AFTER I RETURN TO THE UNITED STATES?

The CDC is not requiring travelers to quarantine after entry into the U.S. For more information, please visit the CDC website or check your local state website.

DO I NEED TO MAKE AN APPOINTMENT FOR THE TEST OR WILL WALK-INS BE ACCEPTED?

Guests are required to make an appointment and walk-ins will not be accepted. Our team will assist guests onsite with scheduling their test after they have checked-in.

WHERE WILL TESTS BE PERFORMED?

In an effort to continue providing you with a safe experience, tests will be performed at the hotel in a dedicated isolated area away from the public and following the hotel's enhanced safety protocols.

HOW WILL THE TEST BE ADMINISTERED?

The test will be administered through a nasal swab.

IS THE TEST BEING OFFERED BY THE HOTEL APPROVED BY THE UNITED STATES CENTER FOR DISEASE CONTROL?

Yes, the tests offered at the hotel comply with the CDC's order of requiring a negative viral test before boarding their flight back to the United States. The tests offered at the hotel are manufactured by Abbott Laboratories.

WHAT IS THE MINIMUM AGE FOR A TEST TO BE REQUIRED?

United States: This order applies to all air passengers 2 years of age or older.

Canada: This order applies to all air passengers 5 years of age or older.

UK: Children under 11 years of age are exempt from this order.

For all other countries, please check the local government website or contact your airline.

HOW LONG WILL IT TAKE TO RECEIVE MY TEST RESULTS?

Antigen test results will be available the same day the test is performed, while PCR test results will be available in 2-3 days.

WILL A HARDCOPY OF MY RESULTS BE AVAILABLE OR WILL I RECEIVE THEM BY EMAIL?

Test results will be available through a printed hardcopy and through email.

WHY DO SOME GUESTS RECEIVE A COMPLIMENTARY ANTIGEN TEST BUT I HAVE TO PAY FOR A PCR TEST?

The difference comes down to the type of test result each government is requiring. The U.S. accepts a negative antigen test result for entry into their country, while other countries like Canada only accept PCR or RT-LAMP test results. The antigen test uses a different technology (rapid result), which is more accessible, less costly to obtain and easy to facilitate. Whereas PCR tests require off site laboratory analysis thus incurring a higher cost. With that said, the hotel is still covering a substantial portion of the onsite PCR cost for Canadians and other guests returning to countries requiring a negative PCR test result.



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IF I TEST POSITIVE, WHERE CAN I QUARANTINE? DO I HAVE TO PAY TO EXTEND MY STAY?

If you test positive you may quarantine at the hotel, unless hospitalization is required. For guests with existing and new reservations of 3 or more nights booked by February 28, 2021 and checking out between January 26 and December 31, 2021 who test positive for COVID-19, we will cover up to 14 nights at no cost to you.

WHAT IF I TEST POSITIVE BUT THE REST OF MY FAMILY IS NEGATIVE?

You will have to isolate yourself and quarantine in a separate room at the hotel (unless hospitalization is recommended). If your family members who tested negative would like to extend their stay as you quarantine in an isolated room, they may check with the front desk for availability and a rate. Alternatively, your family will be permitted to fly if they can present a negative COVID-19 test result (or documentation of recovery if accepted by your country).

I TESTED NEGATIVE FOR COVID-19, BUT SOMEONE I AM TRAVELING WITH TESTED POSITIVE. I DO NOT WANT TO LEAVE THEM BEHIND, CAN I STAY WITH THEM IN THEIR GUEST ROOM WHILE THEY ARE QUARANTINING?

You may choose to stay with them in the guest room at your own risk, but this would be at an additional cost to you. If you choose to do so, you will have to remain isolated in that room and will be unable to access the rest of the hotel to avoid exposure to other guests and team members. Alternatively, you may extend your stay in a separate room at a discounted rate (availability and rate can be verified at the front desk). With that option, you will be unable to enter their room to avoid exposure or spread of the virus. If your child (under 18 yrs old) tests positive for COVID-19 but you test negative, you may be isolated in the same room at no cost to you (see question below).

WHAT IF MY CHILD TESTS POSITIVE, BUT I TEST NEGATIVE?

A child who tests positive for COVID-19 must quarantine in a guest room with an accompanying parent or legal guardian. The hotel will cover the cost for up to 14 nights for both the child and the parent/legal guardian who are quarantining in the guest room together. If the parent/legal guardian tests positive a few days after the child, their 14 night coverage will kick in upon receipt of a positive result. Both will have to quarantine until they each receive a negative test result or are cleared by a doctor.

WHAT IF I HAVE RECEIVED A COVID-19 VACCINE?

All air passengers traveling to the US, regardless of vaccination status, are required to provide a negative COVID-19 test result or documentation of recovery.

For all other countries, please check the local government website or contact your airline.

WHAT IF I RECENTLY RECOVERED FROM COVID-19?

For guests returning to the United States, the CDC does not recommend getting tested again in the three months after a positive viral test, as long as you do not have symptoms of COVID-19. If you have had a positive viral test in the past 3 months, and you have met the criteria to end isolation, you may travel instead with documentation of your positive viral test results and a letter from your healthcare provider or a public health official that states you have been cleared for travel. The positive test result and letter together are referred to as "documentation of recovery."

For all other countries, please check the local government website or contact your airline.



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IS THE CURRENT MEDICAL ASSISTANCE INSURANCE INCLUDED IN NEW BOOKINGS?

Complimentary onsite medical assistance insurance will be included in all existing and new reservations of 3 or more nights booked by February 28, 2021 and checking out between January 26 and December 31, 2021.

WHAT DOES THE ONSITE MEDICAL ASSISTANCE INSURANCE COVER?

ONSITE MEDICAL ASSISTANCE COVERAGE	
MEDICAL ASSISTANCE During the stay for sudden illness or accident.	USD \$10,000
MEDICATION	USD \$1,500
ONLINE DOCTOR	✓
DOCTOR IN HOTEL	✓
GROUND AMBULANCE	1 Transfer
MEDICAL REFERENCE	✓
TRANSFER OF A FAMILY MEMBER DUE TO CONVALESCENCE	✓
TRAVEL INTERRUPTION	USD \$1,000

IF I AM STAYING LESS THAN 3 NIGHTS AT THE HOTEL HOW MUCH WILL IT COST ME TO GET TESTED ON PROPERTY?

For stays booked that are less than 3 nights, guests can purchase the antigen test (cost of \$50 USD) or the PCR test (cost varies between \$150-\$250 USD).

For more information please visit:

Hard Rock Hotel Los Cabos - hrhloscabos.com

Hard Rock Hotel Cancun - hrhcancun.com

Hard Rock Hotel Riviera Maya - hrhrivieramaya.com

Hard Rock Hotel Vallarta - hrhvallarta.com

Hard Rock Hotel & Casino Punta Cana - hrhcpuntacana.com