



## Experience a holiday carefully designed with care

We understand that traveling in these times raises concerns and uncertainty. As a leader in responsible tourism, Iberostar has implemented 300+ safety hygiene measures backed by a Medical Advisory Board and guidance from world-renowned accredited institutions like the WHO.

In addition to the extensive preventative measures Iberostar provides a number of complimentary services and support should you need it during your stay in one of our Resorts in Dominican Republic, Mexico, Jamaica and Brazil.

**Now we have also extended this offer to all of our hotels and destinations.** We have called these measures, **Travel at Ease**.

# Travel at Ease

## Complimentary Assurance Policy



### We are there for you when you need us the most

In the unlikely event that your holiday is disrupted due to you or one of your family showing symptoms of COVID-19 during your stay, Iberostar provides you with a range of complimentary services to enable you to Travel at Ease and focus on relaxing and having fun.

### Financial Ease

- COVID-19 PCR tests offered at no charge for those exhibiting symptoms consistent with the virus and have been confirmed by an accredited doctor. According to the COVID protocol, you will have to confine yourself to your room until you get a negative PCR test result.
- Extension of stay at no cost up to 10 days, thereafter a discounted solidarity rate\* for additional days will be charged.
- In case of early departure, guests will receive a full refund of the days not consumed.
- We provide personal protective equipment (masks and gloves) free of charge in case you test positive for Covid-19.
- An adult travelling alone with children who present positive results for COVID-19 will also be offered our discounted solidarity rates\* for an accompanying adult to stay in the hotel and care for the children.

\* Solidarity rate in Dominican Republic, Mexico, Jamaica and Brazil: 50 usd per night (25 usd per child). Other destinations 50% discount on the iberostar.com rate.

### Caring for you and your family

- 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.
  - Medication collection service\*\* with medical prescription and delivery to the room, in case of positive results and confinement to the hotel.
  - Additional toiletries amenity pack (on demand).
  - Complimentary In Room entertainment, games and activities including Star Camp activity packs for children.

\*\* Where legally possible and available based on the destination and the medication.

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)

