



COVID-19 ACKNOWLEDGEMENT

I, here by understand, agree to, and acknowledge the following:

1. For any guests requiring a pre-departure SARS-CoV-2 (the virus that causes COVID-19) viral test for their return flight that wish to take the test at the Hotel, the following will apply:
 - 1.1. Guests must schedule a testing appointment (PCR or antigen) upon check-in to the Hotel to ensure availability within a timeframe that would allow the test results to be ready before the guest's scheduled departure. Most countries requiring a pre-departure negative SARS-CoV-2 viral test result for entry require that the specimen is collected no more than 72 hours from the guest's scheduled departure flight so guests must take that into account when scheduling their appointment. **IT IS THE GUEST'S SOLE RESPONSIBILITY TO SCHEDULE THE TESTING APPOINTMENT. PLEASE NOTE THAT TEST RESULTS MAY NOT BE AVAILABLE BY A GUEST'S SCHEDULED DEPARTURE IF THE APPOINTMENT IS NOT BOOKED IN ADVANCE AS SET FORTH IN THIS ACKNOWLEDGEMENT.**
 - 1.2. Guest's must arrive at least 15 minutes prior to the scheduled SARS-CoV-2 testing appointment and bring government issued picture identification (e.g. passport for all non-Mexican citizens).
 - 1.3. All SARS-CoV-2 tests performed at the Hotel will be administered by an independent service provider(s) that is not affiliated with the Hotel.
 - 1.4. Any personal information collected in connection with the SARS-CoV-2 testing procedure is collected by the independent service provider(s) administering the test and not by or on behalf of the Hotel. Guests are only required to provide their full name, room number, departure date and requested testing time when scheduling a SARS-CoV-2 testing appointment at the Hotel.
2. Pursuant to applicable health regulations in Mexico, guests must disclose to the Hotel's General Management if at any time during their stay at the Hotel they experience one or more symptoms which the World Health Organization (WHO) and health authorities in Mexico have linked with a possible contagion of the SARS-CoV-2 virus, including but not limited to:
 - fever or chills
 - dry cough or sore throat
 - congestion or runny nose
 - shortness of breath or difficulty breathing
 - headache
 - abdominal, muscle and/or joint pain or body aches
 - tiredness, fatigue or malaise
 - loss of taste or smell
 - nausea or vomiting
 - diarrhea

Additionally, guests shall disclose at check-in if they have recently tested positive for the SARS-CoV-2 virus.

3. Guests must abide at all times with all health and hygiene protocols and safety measures mandated by the Hotel, the World Health Organization (WHO) and the applicable health authorities in Mexico, to prevent the spread and/or transmission of the SARS-CoV-2 virus.
4. If a guest tests positive for SARS-CoV-2, such guest and any accompanying family members or friends staying in the same room will be immediately transferred to a designated quarantine area within the Hotel and will be

required to quarantine inside the assigned guest room. If guests refuse to be transferred to the quarantine room, the Hotel is required by law to notify the applicable health authorities.

5. For any guest that has purchased the Hotel's "Extended-Stay Protection" program and is required to quarantine as a result of a positive SARS-CoV-2 test, the Hotel will provide guest room accommodations at no additional cost for up to fourteen (14) days (standard room category accommodations only; no incidental or ancillary charges included) in accordance with the terms and conditions of the program.
6. For any guest that has **not purchased** the Hotel's "Extended-Stay Protection" program and is required to quarantine as a result of a positive SARS-CoV-2 test, the Hotel will offer a quarantine per person, per night room rate of US\$ [INSERT DISTRESS RATE PER PROPERTY] based on double occupancy (rate will vary depending on selected occupancy).
7. During any guest's quarantine period, the following will apply:
 - 7.1. Guests, including any family members/friends within the same room (regardless of his or her SARS-CoV-2 test results, if any) may not leave the assigned quarantine room at any time or for any reason;
 - 7.2. Hotel staff is not allowed to enter the quarantine room at any time or for any reason;
 - 7.3. Food and beverages will be delivered via room service at the front door of the assigned room; no alcoholic beverages will be served (delivered) to a quarantine room and all alcoholic beverages items will be removed from the mini-bar in the room;
 - 7.4. Clean bedroom linen will be delivered at the front door of the assigned room every 3 days (guests must change the room linen themselves);
 - 7.5. There will be no room cleaning service during the quarantine period;
 - 7.6. All service requests must be made by telephone;
 - 7.7. Guests must wear face masks at all times when receiving any service at the front door of the room;
 - 7.8. Medical consultation will be performed by the medical service available at the Hotel via telephone or at the quarantine room if needed; and
 - 7.9. If there is a need to transfer a guest within a quarantine room outside of the Hotel, a transfer team from the Hotel will accompany the guest and any accompanying family members/friends from the quarantine room to the Hotel exit. The Hotel shall make any required notifications to the health authorities as the case may be.

For more information, please contact the Hotel's General Management and/or visit:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
www.coronavirus.gob.mx

Please check the applicable box below and sign confirming that you have read, fully understood, and agree with all of the above.

I wish to purchase the Hotel's "Extended-Stay Protection"

I wish to decline to purchase the Hotel's "Extended-Stay Protection" and agree to pay the quarantine rate stated above per person, per night if required to quarantine at the Hotel

Guest Printed Name

Place and date

Guest Signature