



January 15, 2021

Dear Travel Partners,

Free, On-Site Covid-19 Testing for Guests through March 31, 2021

All Karisma Hotels & Resorts in the Riviera Maya, Mexico, the Dominican Republic, and Jamaica will offer complimentary, on-site Covid-19 antigen testing, as per CDC guidelines, for guests who are traveling to the U.S. Testing will be available free of charge at the hotels for guests departing as of January 26, in response to new [CDC requirements](#) that all air passengers entering the United States produce a negative antigen test.

If a guest's test results are positive, Karisma will provide quarantine accommodations until a doctor certifies clearance for travel with a negative test result, for a period not to exceed 14 nights.

These amenities are available for guests traveling through March 31, 2021. Policies are subject to be reviewed and amended accordingly and updates will be communicated in a timely manner.

Visit the CDC at www.cdc.gov for more information on the requirements for U.S. residents, and we encourage you to stay informed with Karisma's Peace of Mind initiative by visiting our [website](#) for FAQs and updates.

Stay well,

Marilyn Cairo
VP of Global Sales



FAQS

1. Which test will be provided by the resort? We are providing antigen tests in accordance with CDC guidance.
2. Can you arrange PCR tests? Yes, we can assist guests in arranging additional tests, such as PCR tests, at an additional cost.
3. How can I book my test appointment? Contact the concierge upon arrival for testing appointments. Note that appointments will be provided on a first-come, first-serve basis.
4. Who receives the free antigen test? Tests are provided as an amenity for full-paying guests who are traveling to the U.S. Guests staying on a complimentary basis are responsible for the costs of their own tests at market rate, which will be communicated prior to arrival.
5. Will kids receive the tests as well? Children ages 2 and older are covered for the complimentary antigen test.

Note: Additional FAQs will be communicated in the coming days.