

# THE TRAVEL WITH CONFIDENCE PROTECTION

program has been designed to offer you telemedicine services, health insurance (including COVID-19), and attention in case of other serious incidents. **The program guarantees immediate, safe, and discreet assistance.**

## Benefits:

- Coverage from check-in to check-out.
- Coverage of medical care in case of an accident or illness suffered inside or outside the hotel (including COVID-19)
- No deductible or coinsurance charges.
- 24/7 telemedicine services without leaving the hotel.
- Coverage of hotel expenses (including meals) during convalescence period if the health professional determines that the patient should remain in the hotel for a period longer than what they had originally planned due to a serious injury or illness.
- Emergency ambulance services if medically necessary.

## Coverage:

- Medical care in case of an accident or non pre-existing illness (including Covid-19)
- Coverage of hotel expenses during convalescence period (in case the health professional forbids the patient to travel home; limited to five days)
- Repatriation of remains in case of accident or illness.
- Virtual consultation, telemedicine services, or telephone medical assistance.
- Emergency ambulance services if necessary.

## General Conditions



*Grand*  
**Fiesta Americana.**  
CORAL BEACH, CANCÚN  
All Inclusive Spa Resort

/ GrandCoralBeach  
coralbeachcancunresort.com

LVX™  
*Preferred*  
HOTELS & RESORTS



## TRAVEL WITH CONFIDENCE, TRAVEL SAFELY

Dear guest,

We have created the **Travel with Confidence program**, implementing the most effective cleaning and sanitizing measures to offer you memorable experiences in a completely safe environment.

We know that unexpected incidents during a trip can cause uneasiness, especially getting sick while away from home, considering current global events. For your peace of mind, you can purchase medical insurance upon check-in. This insurance covers emergency medical care in case of an accident or illness, including **COVID-19**, and **protects you throughout your stay**.

## DURING YOUR CHECK IN

you may acquire the **Travel With Confidence Protection**, our own insurance program that covers any accidents or illnesses (including COVID-19) during your stay at a cost of **\$4 USD (plus taxes) per night**. As part of this insurance, if you test positive to COVID-19 during your stay, we offer a special accommodation rate of \$10 USD (plus taxes) per night, per person during your quarantine period.

This concession is **only for those guests who tested positive**, as they must be isolated from their travel group (if the rest of the travel group tested negative) in a separate room in compliance with international and federal health regulations.

For the companions or rest of the travel group, the resort will extend a special extension rate of \$150 USD (plus taxes) per night, per person to extend for the same number of nights as the quarantine guest.



## CONSIDERING THAT SOME COUNTRIES

are now requiring a negative COVID-19 test for travelers flying in, we are including a **complimentary Antigen testing** performed by a local lab inside resort facilities, for your safety and comfort. All you need to do is **contact our Concierge 72 hours before your departure**, and schedule your appointment.

If you require a **PCR test**, our Concierge will be happy to assist you. This service has an **additional cost**, and is subject to availability, as it is not provided directly by the resort.

## IN CASE YOU PRESENT ANY SYMPTOMS

related to COVID-19, please alert one of **our staff members** so they **can assist you** and find a suitable solution. Guests are our top priority and we are more than happy to welcome you.

Medical expenses resulting from COVID-19 treatment or possible COVID-19 will be covered as long as the first symptoms present themselves during the guest's stay. If, according to resort protocols, the guest should present any symptoms upon check-in, AIG will be exempted from any responsibility.

