



## COVID-19 UPDATE NEW POLICY COSTA RICA VACCINATION ENTRY REQUIREMENTS

Dear Guests,

Thank you for choosing one of our Q'viva Resorts properties for your Costa Rican vacations!

We would like to inform you that the Costa Rican Government and Health Authorities have announced a new regulation stating that starting January 8, 2022 proof of vaccination against COVID-19 will be required to enter most establishments, including hotels, restaurants, stores, museums, day tours, activities, spas, etc.

They have also implemented a transition period comprised between December 01, 2021, to January 07, 2022, where commercial establishments will be permitted to operate under one of two models. For our hotels, we have decided that to protect our guests, employees, and the community & region in which we operate, that we will be operating under the Fully Vaccinated Model, which states that Hotels welcoming guests aged 12 and older fully vaccinated, will be able to operate at 100% capacity in rooms and common areas. This must be verified through the Costa Rican government QR code.

Therefore, it will be mandatory for all guests ages 12 and older to show the QR code containing proof of full vaccination when checking into a Q'viva property.

Individuals must show their vaccine status by using the QR code that they receive when completing the Health Pass to travel to Costa Rica. Local guests will be asked to show the QR generated by the Ministry of Health.

We would like to take the opportunity to inform you that 100% of our staff will be fully vaccinated against Covid – 19 by December 2021, and we are still observing mandated health protocols on our property.

We ask that all guests staying with us starting on December 01, 2021, and onward, present proof of vaccination upon arrival at the hotel at our staff's request.



## For Guests with existing reservations

If you have a confirmed reservation at our hotels, and you are fully vaccinated, please do not forget to bring your vaccine certification or personal QR code on your cellphone or printed for all guests traveling with you.

If you and your travel companions are partially vaccinated or not vaccinated at all, Q´viva hotels will gladly assist you to reschedule your bookings (rate adjustments may apply subject to the traveling season) if you are willing to get your vaccine before travel.

In the case you do not wish to get your vaccine and wish to cancel an existing confirmed reservation, we will refund your trip in the case that any guaranteed deposit has already been applied. Any new booking for stays after December 01st, 2022 will require complying with Costa Rican Vaccine Regulations and no refunds will be issued for new bookings outside our regular cancellation policies regarding this new policy. Guests that do not wish to comply with these regulations have until December 15, 2021, to cancel their existing reservations for a full refund, without penalties afterwards we will only accept rescheduling or name changes for direct reservations.

For any additional questions or inquiries, please feel free to contact us. Any cancellation or modification must be sent in writing.

We appreciate your understanding in this matter.

We look forward to hosting you at our hotels.

The Q´viva resorts team