

Frequently asked questions

1. Where and how can I get tested for Covid?

Directly at the hotel, scheduling an appointment at the Front Desk and there you will be informed of the time and place where the test will be applied.

2. How much does it cost?

On-site PCR or Antigen testing will be available at a subsidized cost.

PCR Test Cost: \$100 USD per person. Antigen Test Cost: \$30 USD per person

Reservations for testing will be made at check in for no less than 48 hours prior to departure.

The Fives Hotels and Residences will cover the cost of US CDC mandated Antigen tests for paid stays of 7 nights or more. If your government requires a PCR Test (Ex.Canada) you will be available to purchase it at the subsidized cost of \$ 100 USD per person.

3. How long does it take for the tests?

The whole process takes approximately 5 -10 minutes per family.

4. Can you apply the test in my room?

No tests will be applied in rooms directly from each guest, a special place is assigned to attend the test which will have all hygiene and cleaning protocols.

5. How much time in advance should I schedule my appointment?

The test can take up to 24 hours to be delivered, so we suggest, depending on the duration of your stay, to make the appointment considering this maximum delivery time and date of departure.

6. Do children need to get tested as well?

Yes. According to the CDC, anyone above the age of 2 must get tested before departure.

7. What happens if someone tests positive?

As part of our commitment to keep our resorts COVID Free, guests who test positive for the COVID Virus, or who display heavy symptoms of the virus, will be required to check out of the property and isolate in a COVID Ready Hotel. There are many specialized hotels in Playa del Carmen and Cancun with the necessary infrastructure to be able to receive guests or staff with the COVID virus for the required period of rest and treatment. The Fives Hotels & Residences will provide complimentary transfer and room accommodations (food & beverage not included) for up to 14 nights in a COVID Ready Hotel in Cancun. If the guests wish to make their own arrangements at a different hotel, The Fives Hotels & Residences will refund any nights that remain unused on the reservation through whatever method the client used to book.

8. Which COVID Ready hotels will The Fives Hotels & Residences use to relocate clients who test positive?

The Fives Hotels & Residences will be using one of the following COVID Ready hotels for this purpose:
City Express, Airport

9. What if I don't want to stay in a recommended hotel?

If the guests wish to make their own arrangements at a different hotel, The Fives Hotels & Residences will refund any nights that remain unused on the reservation through whatever method the client used to book.

10. What happens if one guest in a Group tests positive?

All guests staying in the same room with a guests who tests positive will be relocated to a hotel specializing in travelers with COVID. Guests staying in different rooms within a Group Block are not required to relocate. The Fives Hotels & Residences will cover the cost of room accommodations for up to 14 nights at selected COVID Ready Hotel. If the guests wish to make their own arrangements at a different hotel, The Fives Hotels & Residences will refund any nights that remain unused on the reservation through whatever method the client used to book.

11. What happens if one guest in a two or three bedroom residence tests positive?

All guests staying in the same room with a guests who tests positive will be relocated to a hotel specializing in travelers with COVID. This includes guests staying in separate bedroom within one residence. The Fives Hotels & Residences will cover the cost of room accommodations for up to 14 nights at selected COVID Ready Hotel for the number of rooms booked. Therefore, two rooms will be provided for anyone who had booked a Two Bedroom Resort Residence, and three rooms will be provided for anyone who had booked a Three Bedroom Resort Residence. If the guests wish to make their own arrangements at a different hotel, The Fives Hotels & Residences will refund any nights that remain unused on the reservation through whatever method the client used to book.

12. What happens if a Bride or Groom test positive before their wedding date?

In the rare and unfortunate event that a Bride or Groom test positive before their wedding date, The Fives Hotels & Residences will cancel the wedding events and refund the clients for all non-perishable wedding items. This normally means that only flowers will not be refunded. The Bride and/or Groom (whoever tests positive) as well as anyone who is sharing the room with them, will be relocated to a COVID Ready Hotel for up to 14 nights at no cost. All other rooms in the Group who have not tested positive will be able to enjoy the remainder of their vacation normally. However, if any of them decide to check-out early as a result of the cancelation of the Wedding Event, The Fives Hotels & Residences will refund any nights that remain unused on the reservation through whatever method the client used to book. If the Bride and/or Groom wish to make their own arrangements at a different hotel, The Fives Hotels & Residences will refund any nights that remain unused on the reservation through whatever method the client used to book.

13. What will I eat at the new hotel?

All COVID Ready hotels used by The Fives Hotels & Residences for relocations have on-site Food & Beverage operations which can deliver food safely to guests while they remain isolated in their rooms. Additionally, Cancun offers a wide variety of food delivery apps which clients will be able to avail themselves of.

14. What happens after the 14 days? Do I have to get tested again?

All Passengers hoping to board flights to the US & Canada are required to present a negative COVID test that is no more than 72 hours old at the time of the flight. Clients will need to make arrangements through their new hotels to complete one of these tests at an authorized lab within the established time frames. Our professional Call Center Staff will also be at guests' disposal to assist with coordinating this second test. All costs related to this second test are the responsibility of the client.

15. Where can I be seen if I test positive and have strong symptoms?

We suggest activating your international insurance if you have it and they will let you know the institutions to which you can go, we work hand in hand with the Hospital Costamed Playa del Carmen / Cancun which can gladly assist you or suggest an alternative.

16. Is Costamed Hospital trustworthy?

Fully, they are endorsed by Cofepris, which is an agency of the Mexican government that guarantees protection against health risks and they are members of associations such as: Passport Medical, Medical Tourism Association, you can visit their page at the following link: <https://www.costamed.com.mx/en>

17. How long should I be isolated if I test positive?

A more in-depth visit with a doctor is recommended to evaluate the patient's situation and this determine the necessary time of rest and treatment until a negative test can be performed again.

18. What if I have had a COVID-19 vaccine? Do I still need a negative COVID-19 test or documentation of recovery from COVID-19?

Yes, all air passengers traveling to the US, regardless of vaccination status, are required to provide a negative COVID-19 test result or documentation of recovery.