

Travel at Ease

Complimentary Assurance Package

We are there for you when you need us the most

If you test positive for COVID-19, Iberostar provides you with a range of complimentary services to enable you to Travel at Ease and focus on your conference or simply relax and enjoy your stay.

Caring for you

- Isolation rooms will be made available for you with all necessary amenities, including:
 - Constant medical monitoring, by telephone and in person.*
 - Contactless room service is available 7 days a week, with special menu.
 - Prescription medication refills should you run low.**
 - Delivery of extra all-inclusive amenities (upon request).***

*Visit to the room with additional charge (\$) ** Where legally possible and available based on the destination and the medication. *** Conditions apply when traveling with a second person.

Financial Ease

- A COVID-19 antigen test is offered at no charge* for those exhibiting symptoms and examined by an accredited doctor.
- According to COVID protocol, the guest will have to be confined to their room until they receive a negative test result or if they are declared Fit to Fly by an accredited doctor.
- Extension of stay free of charge until the test ceases to be positive or a maximum of 14 days. After that period, a solidarity rate will be applied.**
- In case of early departure, guests will receive a full refund for the days not used.
- We provide personal protective equipment (masks and gloves) free of charge in case you test positive for COVID-19.
- Single adults who present positive results for COVID-19 and are traveling with children, will be offered special discounted rates*** for an accompanying adult to care for the children.

* Except in Cuba, where they are covered by the mandatory COVID insurance required by the country.
** Special rate: 50% discount on the iberostar.com rate.

Click here to learn more about [How We Care](#)

A More Responsible Way to Meet

Valid for group reservations through June 30, 2022.
Applies to all customers regardless of the booking channel with a minimum stay of 3 nights at the following destinations: Dominican Republic, Mexico, Jamaica, Lima, New York and Brazil, and in case of not having other insurance that covers the service offered in Travel at Ease. This service is subject to sanitary regulations set by the local government in each destination (local governments may impose additional regulations). Does not apply to Iberostar Heritage Grand Amazon. All of the above inclusions are applicable in the event of a positive COVID-19 test result. We reserve the right to withdraw the offer at any time without prior notice.



Inspiring Responsible Meetings

As a leader in responsible tourism, Iberostar has implemented 300+ safety and hygiene measures backed by a Medical Advisory Board and guidance from world-renowned accredited institutions such as the WHO.

In addition to the extensive preventative measures Iberostar provides, various complimentary services and support are available in case you need them while staying at one of our luxury resorts in any destination.

Meetings 
& Incentives
IBEROSTAR