



**THE REEF**  
RESORTS AND SPA

## FAQ ABOUT COVID TEST

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**Q:** Where are the tests going to be performed

A: At the hotel

**Q: Do I need to make a reservation or just show up?**

A: Reservation.

**Q: What happens if I test positive?**

A: Isolation will be requested, and review by the doctor on duty at the hotel.

**Q: How long will the result take?**

A: Approx. 30 minutes.

**Q: How long will the result take?**

A: Both (If the client requests the printed report, it is delivered at the same time)

**Q: If I have a last group of people how do I make sure they do not spend all day there?**

A: Guests must register their test requests at the time of check in indicating their departure date, we will confirm an appointment 72 hours before check out so that they can come to take their test at the time and day assigned. With this we will avoid lines and long waiting times.

**Q: Is the test approved by the CDC or US agency?**

A: In the document issued by the CDC on January 12, it is specified that the test must be approved by the national authorities of the destination where the test is performed.

**Q: Does this apply to groups?**

A: Yes.

**Q: Whats the brand of the actual test?**

A: Various, all approved by the country's authorities.

**Q: Who will coordinate the laboratory and the groups to make the tests?**

A: The responsible personnel assigned by the hotel with the personnel assigned to each hotel by Hospiten to carry out the tests.

**Q: Is it a nasal swab, blood test, or mouth swab?**

A: Nasal swab.

**Q: How far in advance can I reserve my spot to take the rapid test?**

A: From checkin.

**Q: Is there a maximum of tests per day? Will this affect the time Release of the results?**

A: No.

**Q: Whats the Age Minimum to HAVE to get the Test?**

A: Each passenger aged 2 years or older.

**Q: I just got the Vaccine ( within the last month ) DO I have to get tested ? Or the Proof of my Vaccine Works ( BTW is 90% Credible )**

A: Yes now, but in the future this item could be change.

**Q: Do I have to be Sober for certain time before the Test?**

A: No.

**Q: If I test positive ( in either type of test ), can I request a second test to confirm that its not a false positive? Will it be included or whats the rate for that ?**

A: We do a PCR to confirm diagnosis.

**Q: If im Positive in the Antigen Test, do I have to do the PCR test right away ? ... Is that Included as well ( doing both tests)?**

A: The price of the PCR test is not included in the antigen test fee.

**Q: If I am Positive to the Virus, But my Couple of Family is NOT, can 1) We get a second room to Isolate me and NOT RUIN my Familys Vacation? --- 2) Can they Leave on their current Travel Itinerary and I stay ? ( This would be the answer for someone that NOT everybody in their Room is POSITIVE ( That happen to me and to some of my friends)?**

A: If a patient is positive, he must be isolated until he is discharged. When the capacities of the patient do not allow him to be alone in the room, a companion must be with the patient, in this case the companion must also remain in isolation until receiving his medical discharge.

**Q: What will the Airline say, if only someone from the family is missing because of Covid, but the family was with the positive person for last couple of days ... ( meaning that when they did the test they were negative, but now could be positive ... will that have to do a 2nd test because being exposed to a positive one )?**

A: The result is personal for each patient. With a negative result there should be no problems for any adult person to board an airplane individually.

**Q: Will there be a time schedule for the test? Where will be reserve our test?**

A: Yes, concierge or front desk.

**Q: Fasting is required?**

A: No.

**Q: Can I prebook time prior to my fights?**

A: Yes.

**Q: Groups how many tests can we handle in a day?**

A: The tests that are reserved, we can organize resources dependinbg on the volumen.

**Q: If I test positive is the second test covered? How many times can I take the test?**

A: No. Only one time.

**Q: When identifying a positive case after the PCR / Antigen test, activating the protocol as stipulated applies a medical assessment. Will this assessment have an additional cost for the guest? And how much would this valuation cost?**

A: Once the massive epidemiological filter for migration purposes detects a patient who has tested positive for the diagnostic test for antigens of the SARS-CoV-2 virus, the patient must be treated as a positive case, from there all medical, hospital services, etc. will have a cost. The patient can always refuse care and sign a voluntary discharge. The signing of the voluntary discharge does not avoid the obligation that by law we have to make the mandatory report to the authorities.

**Q: Guests who return to the hotel for not requiring hospitalization will have follow-up reviews. Do these reviews have any cost? how much would it be?**

A: Yes. Every positive patient checkup involves wearing disposable PPE and the doctor's job.

**Q: In case of data errors, date of the results, who will be the contact to request the corrections and more considering that the results are released in the evening and the guests check out early.**

A: These will be the medical teams themselves in the hotels.

**Q: What are the specifications that we require to request from the host, when they go to take the PCR and antigen test. In addition to the use of the mask.**

A: There is no additional thing other than maintaining a healthy distance at all times along with the use of the mask.

**Q: Will the same healthcare personnel take the PCR and antigen tests?**

A: Yes.