

FREQUENTLY ASKED QUESTIONS | COVID-19 TEST

Who is required to show proof of a negative test prior to departure from Los Cabos?

Travelers returning to the following destinations are required to show proof of a negative test prior to their departure from Los Cabos:

- Canada, effective as of January 7, 2021
- United States, effective as of January 26, 2021

What type of test/proof do I need to show the airline prior to my return?

According to the CDC announcement, all air passengers returning to the United States will be required to get a viral test within the 3 days (72 hours) before their flight to the USA departs, and provide written documentation of their laboratory test result (paper or electronic copy) to the airline, or provide documentation of having recovered from COVID-19. Options for this test include a PCR or Antigen test – valid with a medical certificate from the doctor.

Does the hotel offer testing? What types of tests are offered?

The Cape, a Thompson Hotel offers complimentary onsite Covid-19 testing for registered guests. These are Antigen tests, administered by a medical professional, and are compliant with updated U.S. travel requirements. PCR tests are also available at an additional cost.

How do I schedule a test?

To schedule a test, please contact our concierge team at thecapeconcierge@thompsonhotels.com

We encourage you to schedule your test prior your arrival.

If you are traveling to The Cape as part of a group, your group coordinator will contact you directly to schedule a test.

Testing hours: 10:00 am – 3:00 pm. Monday through Saturday.

What is the cost of the test?

The Cape is providing one **complimentary** Antigen test for each registered hotel guest per stay. Additional Antigen tests are available at \$30 USD plus tax and PCR tests are available at \$350 USD plus tax.

Do children need to get tested as well?

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

What information is required to schedule an appointment?

The following information is needed for each guest: Name, Room number, Passport number, Birth date, Email and Phone number.

Can the airline deny boarding a plane if a COVID-19 negative test is not presented before boarding?

Yes. Airlines must confirm a negative test result for all passengers, or documentation of recovery, before they board. If a passenger does not provide documentation of a negative test or recovery, the airline must deny boarding to the passenger.

Are there enough tests available?

Yes. We have secured more than enough testing supplies. In addition, Los Cabos tourism authorities are working in partnership with the hotels, local, and state authorities to ensure testing is widely available and offered to all travelers visiting the destination.

What happens if I need to reschedule or if I miss my appointment?

The Cape will assign a new time according to availability in that moment. If you miss your appointment or do not show, the appointment may be reassigned to another guest.

What happens if I test positive?

Travelers with a positive Covid-19 test are required to maintain the quarantine period until they have recovered from Covid-19. Per the CDC recommendations airlines must refuse to board anyone who does not present a negative test result for Covid-19 or documentation of recovery. The hotel will offer a preferential rate of 50% discount on standard rate, 30% discount on food and beverage consumption (excluding alcohol). Please contact thecape.services@thompsonhotels.com if you would like additional information on the health and safety protocols in place.

What if I got the 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.