

Hilton

LOS CABOS

FREQUENTLY ASKED QUESTIONS

For guest questions before traveling or during their visit, below please find FAQs and answers.

IS COVID-19 TESTING AVAILABLE AT THE RESORT?

Yes. In response to the Centers for Disease Control and Prevention (CDC) requirement of a negative COVID-19 test result within 24 hours of arrival to the U.S. for all air passengers entering the United States from an international trip, we have implemented testing protocols and are able to facilitate COVID-19 test(s) at the resort. Antigen (rapid) tests are available through a third party on-site medical professional with results expected same day. Antigen tests meet these CDC requirements and must be taken within 1 calendar day before your departing flight to the U.S. PCR tests are also available with results in 24 hours. A letter will be delivered by a licensed physician confirming the result of the test.

HOW CAN GUESTS MAKE AN APPOINTMENT?

The resort Concierge team can arrange the appropriate testing. Please email enjoy.loscabos@hilton.com or visit our Concierge desk upon arrival.

HOW MUCH DOES THE TEST COST?

Test prices vary. Antigen (rapid) tests available on-site at the resort starting at \$30 USD per person with results expected within 2 hours. PCR tests available on-site at resort starting at \$220 USD per person with results expected within 24 hours.

WHERE DO THE TEST TAKE PLACE AT THE RESORT?

COVID-19 tests are available through a third party on-site medical professional in a designated resort meeting space following social distancing guidelines and required facial coverings. The tests will be administered daily either in the morning or afternoon hours and arranged by the resort Concierge team.

WHAT IF I TEST POSITIVE AND I AM NOT ABLE TO BOARD MY FLIGHT HOME?

The CDC recommends self-isolation and to delay travel if symptoms develop or a pre-departure test result is positive. Our guest's health and safety is our top priority and guests may contact our Concierge team for assistance and extended resort stay needs.

WHAT KIND OF TEST I NEED TO TRAVEL BACK HOME?

For travelers departing to the United States, options for this test include a viral PCR or Antigen (rapid) test. The Antigen test is the most recommended option for US travelers as results can be ready within 2 hours. Get tested no more than 3 days before your flight to the US departs. Each country has different regulations. Canadian travelers must present PCR test results, which usually takes 2-3 days.

WHAT IS A VERIFIABLE TEST RESULT?

A verifiable test result must be in the form of written documentation (paper or electronic copy) of a laboratory test result. Testing must be performed using a viral test (PCR or Antigen), and negative results must be provided to the airline prior to boarding. The test result documentation must include information that identifies the person, a specimen collection date and the type of test. A negative test result must show test was done within 1 day before the flight.

WHAT KIND OF DOCUMENTATION OF MY TEST RESULT DO I NEED TO PROVIDE?

CDC requires that air passengers arriving in the US have a paper or electronic copy of their test result for review by the airline before you board and for potential review by public health officials after you arrive in the US. Check with your airline carrier for their specific COVID-19 testing details.

MUST CHILDREN GET TESTED AS WELL?

Yes. Observe that each country has its regulations. In the case of the United States according to the CDC, anyone above the age of 2 must get tested before entering the country. In the case of Canada the negative COVID-19 test results are obligatory only for travelers of 5 years and older.

DOES THIS ORDER APPLY FOR ALL FLIGHTS? OR JUST COMMERCIAL FLIGHTS?

This order applies to all flights, including private flights and general aviation aircraft (charter flights). Passengers traveling by air into the US are required to have proof of testing regardless of flight type.

WHEN DOES THIS ORDER TAKE PLACE?

This order goes into effect on December 6, 2021 and will remain in effect until further notice.

Additional information may be found on the CDC web site:

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/testing-international-airtravelers.html>

WHAT IS THE DESTINATION DOING TO ENSURE A SAFE TRAVEL ENVIRONMENT?

The Los Cabos Tourism Board is working with hotels and industry partners across the destination to ensure a safe travel environment for all travelers. On this website (<https://www.visitloscabos.travel/covid-19/>), you will find the latest information, health and safety protocols, and key initiatives implemented across the destination to prevent the virus's spread while traveling to Los Cabos.

Hilton Los Cabos adheres to laws and ordinances as mandated by all government agencies.