



WYNDHAM[®]
ALL-INCLUSIVE RESORTS

Questions & Answers
COVID Testing: PCR & Antigen

Viva Wyndham Maya & Azteca

1. Information on the possibility of taking such PCR and antigen test (with information as they arrive at home if it cannot be taken in the same hotel and procedure)

R= The testing is done inside the medical facility in the resort by appointment, 24 hours before the desired date. PCR test results are delivered 24 hours after sampling and antigen results are delivered on the same day of sampling. NOTE: The laboratory examining the samples does not work on Sundays.

2. Is it a test center in the area? In this case how do guests get to this center or - in case it is taken at the hotel - how does the hotel send this test to the lab?

R= The samples are taken in the hotel's medical facility and the assigned Doctor is responsible for getting the samples to the Amerimed Hospital lab.

3. Where can you make the appointment for sampling for PCR test or antigen?

R= An appointment can be made directly with the Medical Facility at the hotel office or via email: fumecar@gmail.com

4. Is it guaranteed that the customer receives the test results prior to their transfer to the airport?

R= Yes, as long as the guest makes an appointment with sufficient time, preferably 72 hours before departure.

5. Quote the costs of this PCR test.

R= The Covid PCR test on the hotel premises costs 3,100 Mexican pesos (approximately USD 154) and the antigen costs 600 Mexican pesos (approximately USD 30).

6. Is it possible for the laboratory to send the results digitally?

R = Yes

Viva Wyndham Dominicus Beach & Palace

1 . Information on the possibility of taking said PCR and antigen test (with the information how they get home if it cannot be taken in the same hotel and the procedure)

R = The PCR and antigen test can be performed in the hotel's medical office, by appointment made 24 hours before the desired date. The results of the PCR test are delivered 24 hours after the collection of the sample. The antigen test provides a result in 30 minutes with formal email delivery in 12 hours. NOTE: the laboratory that examines the samples does not work on Saturday and Sunday.

2. Is there a test center in the area? In this case, how do clients get to this center or - if it is taken at the hotel - how does the hotel get this test to the laboratory?

R = The samples are taken at the hotel's medical center.

3. Where can you make the appointment for sampling for PCR test or antigen?

R = In the same hotel medical center or by calling the medical center 809-686-5658 (ext. 8029).

4. Is it guaranteed that the client receives the test results before their transfer to the airport?

R = Yes, as long as the guest makes a previous appointment in the hotel's medical facility, preferably 72 hours before departure.

5. Quote the costs of this PCR and antigen test.

R = The PCR has a cost of 4,300 Dominican pesos (approximately 76 USD) and the antigen 1,461 Dominican pesos (approximately 25 USD).

6. Is it possible for the laboratory to send the results digitally?

R = Yes

Viva Wyndham V Samana

1. Information on the possibility of taking such PCR and antigen test (with information as they arrive at home if it cannot be taken in the same hotel and procedure)

R= The samples are taken at the hotel's medical facility by appointment 24 hours before the desired date. PCR test results are delivered 48 hours after sampling and antigen results are delivered 48 to 72 hours. NOTE: The laboratory examining the samples does not work on Sundays.

2. Is there a test center in the area? In this case how do guests get to this center or - in case it is taken at the hotel - how does the hotel send this test to the lab?

R= The samples are taken at the hotel's medical facility by the laboratory staff.

3. Where can you make the appointment for sampling for PCR test or antigen?

R= Appointments are coordinated through the Guest Service department by email: Cirilo@vivaresorts.com & jherrera@vivaresorts.com

4. Is it guaranteed that the customer receives the test results prior to their transfer to the airport?

R= Yes, as long as the guest makes an appointment with the laboratory with preference 72 hours before departure.

5. Quote the costs of this PCR and antigen test.

R= The Covid PCR test on the hotel premises costs USD 90 and the antigen test is USD 60.

6. Is it possible for the laboratory to send the results digitally?

R = Yes

Viva Wyndham Tangerine

1. Information on the possibility of taking such PCR and antigen test (with information as they arrive at home if it cannot be taken in the same hotel and procedure)

R= The samples is taken on the hotel premises by appointment 24 hours before the desired date. PCR test results are delivered 72 hours after sampling and antigen results are delivered on the same day as the sampling. NOTE: The laboratory examining the samples does not work on Saturday or Sunday.

2. Is it a test center in the area? In this case how do guests get to this center or - in case it is taken at the hotel - how does the hotel send this test to the lab?

R= The samples are taken at the hotel's medical facility by the assigned Doctor is responsible for getting the samples to the lab.

3. Where can you make the appointment for sampling for PCR test or antigen?

R= Coordinates with the office and by email supervisor1.opc@gruporescue.com

4. Is it guaranteed that the customer receives the test results prior to their transfer to the airport?

R= Yes, as long as the guest makes an appointment in the hotel office in sufficient time, preferably 72 hours before departure.

5. Quote the costs of this PCR test.

R= The Covid PCR test on the hotel office premises costs 4,500 Dominican pesos (approximately USD 77) and the antigen 2,000 Dominican pesos (approximately USD 34).

6. Is it possible for the laboratory to send the results digitally?

R= Yes.

Viva Wyndham Fortuna Beach

1. Information on the possibility of taking such PCR and antigen test (with information as they arrive at home if it cannot be taken in the same hotel and procedure)

R= The sample is taken inside the hotel's medical facility by appointment 24 hours before the desired date. The results are delivered 24 hours after sampling. The antigen test is emailed 1 hour after taking the sample. NOTE: The laboratory examining the samples does not work on Sundays.

2. Is it a test center in the area? In this case how do guests get to this center or - in case it is taken at the hotel - how does the hotel send this test to the lab?

R= The samples are taken at the hotel's medical facility by the laboratory staff.

3. Where can you make the appointment for sampling for PCR test or antigen?

R= It is coordinated by email with one of the available laboratories: Lucayan Medical lab@lucayanmedical.com or Medical Pavilion lab@yourpavilion.com.

4. Is it guaranteed that the customer receives the test results prior to their transfer to the airport?

R= Yes, as long as the guest makes an appointment with the laboratory with preference 72 hours before departure.

5. Quote the costs of this PCR and Antigen test.

R= The Covid PCR test on the hotel premises costs USD 200 + VAT and the antigen test costs \$50 + VAT

6. Is it possible for the laboratory to send the results digitally?

R= Yes.