



How to get your
COVID-19 test
while visiting



COSTA RICA
RESERVA CONCHAL

THE WESTIN

GOLF RESORT & SPA
RESERVA CONCHAL

ALL-INCLUSIVE



As of January 26, 2021, people who travel by plane to the United States must have a PCR COVID-19 test taken 72 hours before the flight. The result must be negative to board the plane. This measure was issued by the Center for Disease Control and Prevention (CDC).

TRAVEL SAFE

At Reserva Conchal we have implemented the "Resort COVID-SAFE" policy with strict health and safety protocols, to guarantee the well-being of our staff, providers and visitors regarding COVID-19.

To take the PCR test, in alliance with the Metropolitan Hospital, we have an exclusive rate available in case you require it:

In your hotel room: \$150+ taxes

In the Metropolitan Hospital, at Cabo Velas just 5 minutes from the Resort \$113 + taxes

The process to request the test is as follows:

- 1 You must contact the Metropolitan Hospital via Whatsapp to the phone +(506) 8631-3618. This number is only for Whatsapp messages, or you can send an email to mycovidtest@metropolitanocr.com
- 2 You must provide your full name, surname, passport identification number, year of birth, home or hotel address, telephone number (it can be an international number), email address, flight destination, and day and time of departure.
- 3 Specify the reason for the test: a) travel b) symptoms.
- 4 The test can be payed by credit card or cash at your home, since the person will have a credit card machine to be able to charge you and your invoice will be sent by mail.
- 5 It is important that you **consider scheduling your appointment in advance**. For example, if your flight is on Friday morning you should text via Whatsapp to the number stated above or send an email on Monday to schedule a test-taking appointment on Wednesday so that the results are available before the date and time of your flight. Please note that the results may take between 36 and 48 hours. In case you need to go to the Metropolitan Hospital to take the test, we offer you free round trip transportation service. You can request this service at **Reception at +(506) 2654-3500 (Westin) and +(506) 2654-3600 (W).**

- 6 If you need to call Metropolitan Hospital to request additional information, do not hesitate to contact them at: + (506) 4000-3822. They take appointments from 8:00 am to 5:00 pm. from Monday to Monday.

FREQUENTLY ASKED QUESTIONS (FAQ)

Are antigen tests performed in Costa Rica?

For the moment, the antigen test is not performed in the country, therefore you must opt for a PCR test.

What other types of tests are taken in the country??

Serologies are also performed, which reveal if a person was exposed to SARS-COV-2, however they are not approved for diagnosis.

Does the hotel have a special rate in case I need to extend my stay after having tested positive for SARS-COV-2?

Yes. The hotel has a special rate for these cases and you should ask for it in our reception departments at Westin Reserva Conchal or at the Welcome Office in W Costa Rica.

Can the cost of the PCR: SARS-COV-2 test be charged to my room if I don't have cash or the wireless dataphone is not working at the moment?

The ideal option is to pay for the service with a credit / debit card or cash directly to the Metropolitan Hospital staff taking the test. In case you do not have cash or the the wireless dataphone does not work at the moment, you can make the charge for this service in your hotel account for later payment.

Whom should I contact at the Metropolitan Hospital in case my personal health insurance covers the cost associated with the PCR: SARS-COV-2 test and requests additional information or once in my country of origin?

If you require additional information to carry out a reimbursement request through your personal insurance, you can contact them directly to the email: mycovidtest@metropolitanocr.com





FREQUENTLY ASKED QUESTIONS (FAQ)

What happens if a person tests positive for SAR-COV-2?

In that case, the laboratory will make the official notification to the Ministry of Health of Costa Rica, where a mandatory health order will be issued for 10 days and the person will not be able to leave the country.

In case of being COVID-19 positive, should I quarantine my hotel room?

You are not forced to stay at the hotel, however if you decide to stay, your nights at the hotel can be extended subject to availability and you cannot go out of your room until your quarantine period comes to an end.

How do guests receive the test results?

Via email, which they provide during the test request.

ADDITIONAL QUESTIONS

For further questions, please contact:

**The Westin Reserva Conchal Conchal,
an All-inclusive Golf Resort & Spa**

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