

COUPLES RESORTS - MOST FREQUENTLY ASKED QUESTIONS

Our four oceanfront luxury resorts are open and ready to welcome you. After months of lock-down, it's time to live it up, soak up the all-inclusive luxury, and make time for romance! Ready... set... let's go!

WHAT ARE JAMAICA'S PROTOCOLS FOR TESTING?

Good news! The vast majority of visitors do not need to be tested. Only people residing in the four high-risk states (New York, Texas, Florida & Arizona) are required to take a PCR test prior to arriving. A travel authorization is needed and negative test results must be submitted during the application done here. Testing will only be done in Jamaica if you display symptoms of illness, which may indicate that you have the virus or are found to be high risk.

WILL I BE REQUIRED TO QUARANTINE ON ARRIVAL?

No! If you have been issued a travel authorization, do not display symptoms of illness, and are not high risk, you will not be quarantined and are free to enjoy your vacation.

WHAT ARE SOME OF THE NEW SAFETY PROTOCOLS AT THE RESORTS?

Personal protective equipment is provided for our staff members. Masks are required only when social distancing is not possible. Social distancing is required among guests not traveling together. You'll notice more frequent cleaning and sanitization efforts throughout the resort. Beyond this, we've made very few adjustments to the services, activities, and inclusions you love! For example, you can still enjoy a la carte dining in all of our restaurants. Learn more about our Good Clean Fun campaign [here](#).

ARE WE FREE TO MOVE AROUND ON THE ISLAND?

Our visitors are allowed to move about within the resort areas between Negril and Portland, including Montego Bay and Ocho Rios, which is known as the Resilient Corridor. Tours and attractions are also now being reopened in phases for your enjoyment.

WHAT HAPPENS IF I CAN'T TRAVEL DUE TO UNFORESEEN CIRCUMSTANCES, SUCH AS WORK REQUIREMENTS, TESTING POSITIVE, FAMILY ILLNESS, OR ANY OTHER COVID-RELATED REASON?

Outside of 14 days prior to arrival, you are entitled to a full refund. Within the 14-day cancellation period, we have been 100% lenient and flexible for unforeseen travel interruptions or prohibitive instances. We have refunded guests for the period when the resorts were closed, as well as for guests who have tested positive prior to arrival since we reopened. Rest assured, we remain very flexible given the current circumstances and will offer credit for future travel if a refund is not possible.