



## FREQUENTLY ASKED QUESTIONS

### Testing:

- What happens on arrival at the airport – do guests just take the regularly arranged transfers?  
Guests keep to their own arranged transfer schedules or transfer can be booked through our resort concierge at the regular transfer prices.
- Will the test be conducted on resort?  
Yes.
- What is the expected wait time for the results?  
Test results will be received within 24 to 48 hours.
- Can you pre-book an appointment for the testing in advance?  
No. Tests will be administered by the resort's nurse/doctor upon arrival.
- Are there any restrictions with the testing facilities over the holidays that would delay the process?  
No. There will be no limitations on testing.
- What is the cost of the test, per adult/child?  
The Landings Resort and Spa will absorb the cost of the test for all new and existing bookings until further notice.
- Do children of any age have to be tested?  
Children under 2 years old do not require testing, however if they are symptomatic, they will be tested.
- What bookings (up to what arrival date) will be affected by the 2<sup>nd</sup> testing requirements?  
All guests arriving at The Landings Resort and Spa will be subject to testing upon arrival until further notice.
- Please refer to <https://www.stlucia.org/en/covid-19/> for Saint Lucia entry protocols.



## FREQUENTLY ASKED QUESTIONS

### **Resort Experience:**

- What are the expectations while the customer is awaiting results?  
Guests awaiting COVID19 test results will quarantine in their suite until a negative results has been confirmed.
- What is the arrival at resort procedure like?  
All arriving guests will be taken directly to the Nurse's Station, located in the main lobby, for testing. Guests will then be escorted to their accommodation where contactless checkin and in room registration can be completed.
- What facilities will be available to the guests, if any, or are arriving guests confined to their room?  
Room service for all meal periods will be available to the guests confined to their accommodation. Additionally, grocery services with a complimentary delivery are available upon request through the resort's Concierge. Guests will be able to pre-order their groceries using attached form and emailing their request to [concierge@landingsstlucia.com](mailto:concierge@landingsstlucia.com).
- Will guests be allowed to access a dedicated pool, the beach or any other facilities while awaiting 2<sup>nd</sup> testing results?  
Guest awaiting test results will not be permitted to vacate their suite. We trust that our spacious accommodations with private balconies or terrace offer a relaxed environment.
- What are the dinner options or other meal options that the resort provides?  
In room dining menu offers an extensive array of meal options for all meal periods. In keeping with the COVID-19 protocols, private chefs will be unavailable while guests are awaiting 2<sup>nd</sup> test results.
- Will there be in room dining (without delivery fee) included for guests on all-inclusive plan and will the resort provide any drinks/ stocked fridge options in the room?  
Yes. All-inclusive guests who are confined to their suites, will receive an in room selection of beverages upon arrival. Additionally, room service is included in the all-inclusive packages and will be available for delivery of all food and beverage ordered. The resort will waive the delivery fee for all guests who are confined to their suites while awaiting their second test results.



## FREQUENTLY ASKED QUESTIONS

### **Resort Experience (continues):**

- If guests are on an BP plan, are they able to upgrade to an AI plan if they have to stay in the room (for the whole stay or only the portion of the stay that they will spend in the room)?  
Guests on the breakfast plan will have the option to upgrade to the all-inclusive only if they are upgrading for the entire stay.
- Once the results are back, are there any restrictions for guests that continue to apply at the resort?  
Once a negative result is confirmed, guests will be allowed to enjoy all facilities available within the resort including but not limited to Kids Club, restaurants, pools and bars. All safety measured as outlined here <https://www.landingsstlucia.com/health-and-safety> must be followed.
- What is the procedure if guests test positive on their 2<sup>nd</sup> test? Are they able to isolate in their suite until they recover?  
Guests will be required to remain in their accommodation until a further assessment is conducted by a local doctor who will determine whether they would require isolation in the room or at any of country's Respiratory Clinics.
- What are the policies if guests want to cancel or reschedule their stay?  
Guest will be allowed to cancel based on the existing cancellation policies. For guests who prefer to reschedule their stay, we will honor the rates for similar travel periods up to December 2021.
- Who is the contact for additional questions?  
Please contact our reservations team at [reservations@landingsstlucia.com](mailto:reservations@landingsstlucia.com) should you have any further questions.

### **Previous relocations**

- What is the procedure for returning previously relocated guests in terms of testing?  
All guests arriving to The Landings Resort and Spa will be subject to a Polymerised Chain Reaction (PCR) test upon arrival. The Landings Resort and Spa will absorb the cost of the transfer from the relocated resort and the cost of the test.