



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. Persons who are not fully vaccinated (no less than 14 days prior to arrival) will be tested by the resort's nurse upon arrival.
- Are there any restrictions with the testing facilities over the holidays that would delay the process?
Results are dependent on the Saint Lucia Government lab however The Landings Resort remains in constant communication with the lab and updates are provided to guests.
- What is the cost of the arrival 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.
- What is the cost of the departure test, per adult/child?
The Landings Resort and Spa will absorb the cost of the antigen test for all guests who booked from March 1, 2021 and onwards, with a cost per person, per test, for guests who booked before March 1, 2021. The departure PCR test is at a cost per person, per test. Please check with our Front Desk or Nurses Station for pricing.
- Do children of any age have to be tested?
Children under 5 years old do not require testing, unless they are symptomatic.
Children between the ages of 5 to 17 will require testing upon arrival at the resort, until further notice.
- What bookings (up to what arrival date) will be affected by the 2nd testing requirements?
Persons who are fully vaccinated (no less than 14 days prior to arrival) will not be subject to testing upon arrival.
- Please refer to <https://www.stlucia.org/en/covid-19/> for Saint Lucia entry protocols.



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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. Tests and temperature checks will be administered accordingly.
- What facilities will be available to the guests? Are arriving guests confined to their room?
Room service for all meal periods will be available. Additionally, grocery services with complimentary delivery are available upon request through the resort's Concierge. Guests will be able to pre-order their groceries using the provisioning form and email their request to concierge@landingsstlucia.com.
- Will guests be allowed to access a dedicated pool, the beach or any other facilities while awaiting 2nd testing results?
Guests awaiting test results will not be permitted to vacate their suites. We trust that our spacious accommodations with private balconies or terraces 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 2nd 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 will receive an in room selection of beverages upon arrival. Additionally, room service is included in the all-inclusive package and will be available for delivery of all food and beverage ordered. The resort will waive the delivery fee for all guests during the wait period.

FREQUENTLY ASKED QUESTIONS

Resort Experience (continues):

- If guests are on an BP plan, are they able to upgrade to an AI plan?
Guests on the breakfast plan will have the option to upgrade to the all-inclusive only if 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 2nd 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 a 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 should you have any further questions.