

To our valued Members and Guests

As we all know, the COVID-19 pandemic continues to affect our daily lives and impact the travel and leisure sectors. Nevertheless, we believe there are positive developments, such as the roll out of vaccines which will promote recovery in 2021. We know that having confidence in your choice of travel and destination selections can provide peace of mind so you can make the most of your vacation experiences.

We continue to monitor extensive data and information sources, and act quickly to maintain the Paradise Experience for all Members and Guests.

The Canadian government has announced that all travelers returning from international destinations must provide proof of a negative COVID-19 test. This is in addition to the mandatory 14-day quarantine policy.

On January 26th, 2021, the U.S. Government followed suit by announcing it will require proof of a negative COVID-19 test before allowing visitors to fly into the country from other nations. This also applies to U.S. residents who are returning home. Travelers are required to receive a test within three days before leaving for the U.S. and provide written documentation of a negative result. Airlines must confirm the information before allowing passengers to board.

We support these actions and, like the U.S. and Canadian airline industries, believe this will help make travel safer, healthier and help to control the spread of the disease in airports and at destinations.

Canadian Citizens | US Citizens



Step 1

Make an appointment

Contact the Concierge Desk in person or at concierge@paradisevillagegroup.com

Canadian Citizens | US Citizens



Step 2

Take your COVID test during your stay, within 72 hours of your departure and get your results as soon as the next day.

- PCR or Antigen test

Canadian Citizens | US Citizens



Step 3

Ready to GO

- Get your results by email and negative certificate which must be showed prior to boarding your flight back home

- Testing is through a 3rd party company and provided for your convenience. Paradise Village Group is not responsible for any testing challenges or results that may arise.
- Our Concierge will inform you of information that will be required for your appointment. Please be prepared to meet the information requirements to avoid delays in obtaining your test results.

Paradise Village Group has an agreement with two third-party laboratories administer the tests during your stay and help you to comply with the government resolutions. These laboratories are within the hotel's facilities and are third-party specialized companies. GenomicLab will be available at the hotel weekly on Tuesday, Thursday, and Saturday. Hospital Joya is within a 5-minute walk from the hotel. Payment will be made directly to each provider (cash only, either U.S. dollars or pesos).



Prices per person

- PCR Test \$ 3,000 Mexican Pesos
- Antigen Test \$ 800 Mexican Pesos

Prices are subject to change without prior notice, US dollars are accepted according with the exchange rate of the day established by El Banco de Mexico.



Hospital Joya

Prices per person

- PCR Test \$ 3,100 Mexican Pesos
- Antigen Test \$992 Mexican Pesos

Prices are subject to change without prior notice. Major credit cards or cash accepted. Tests are conducted at their facilities at Joya Hospital.

If your test is POSITIVE for COVID-19, you will be required to quarantine for 14 days in isolation. In the event this is required we will offer you the lowest reduced rates per room for the 14 days.

At Paradise Village we have taken the necessary provisions and measures to provide the safest possible environment. We recommend wearing a facemask or face shell and carrying antibacterial gel at all times. Some activities are restricted according to rules imposed by the different Mexican states. In Puerto Vallarta (Jalisco State) the beach is open from 5 a.m. to 3:00 pm and shopping malls, restaurants, and supermarkets close at 10:00 pm. In Nayarit State (where Paradise Village is located) everything is open until 8:00 pm and the use of a face mask is mandatory even on the street.

While you are within the property in an enclosed area face masks are mandatory. This applies to restaurants as well, except when enjoying your meal or beverages. For further assistance feel free to contact us at concierge@paradisevillagegroup.com.

Paradise Village Beach Resort & Spa and our surrounding amenities and developments such as El Tigre Golf & Country Club, the Paradise Marina, Paradise Plaza Shopping Center, Beach Club and Playa Royale will continue maintaining the highest level of sanitary protocols for the benefit of our members, guests, and staff.

We Look forward to Welcoming you to Paradise!