



MAR DE JADE
RETREATS & WELLNESS RESORT

Dear Retreat Partners,

We are so looking forward to welcoming you back! We have been busy preparing for your arrival, creating the safest environment possible for your group while maintaining the excellent level of service you have come to know and love.

In light of recent developments with the new variant, we think it is important to share some of the Covid protocols we have implemented and updates to our policies. While some people might feel hesitant about traveling right now, we believe it can still be done safely if we all take care of ourselves and each other. After nearly two years of this pandemic, we could all use a retreat to reconnect, rest and heal... and we know sunshine and warm ocean swims are a balm for the soul!

Thank you for being our partners throughout this process and working with us to hold space for the participants in these intense and unpredictable times.

With Love & Gratitude,

Angélica, Laura and the entire Mar de Jade team

COVID Protocols

We are guided by the scientific evidence that shows the three most essential tools proven to combat the spread of COVID-19 are vaccines, testing, and masking.

VACCINES

Vaccines and boosters have proven to be the most effective way of preventing severe illness. Fortunately, they are widely available in the US, Canada, Mexico, and many other countries.

- We have implemented a company policy requiring our entire team to be vaccinated. All of our staff have been happy to have access to vaccines, and everyone is fully vaccinated.
- We request our guests be vaccinated and boosted when possible. To protect our staff from constant exposure from visitors, if a guest is not vaccinated, we require proof of a negative covid test (taken one day before arrival) and an antigen test taken two days after arrival.
- To make it more streamlined, we ask that as retreat leader, you collect this information from your participants at the time of booking or before arrival for existing reservations.

TESTING

Testing is essential to detect breakthrough infections and prevent transmission in large gatherings. Frequent testing is also a great way to put everyone's mind at ease so they can let go of fear, feel comfortable sharing space with others, and fully settle into their retreat experience. Fortunately, at-home tests are quick, easy, and inexpensive.

- Guests should purchase and bring at home antigen testing kits (at least 3-4 tests per person). We have found [Binax Now](#) works well, but other brands are available. They are over the counter and sold at most large chain pharmacies.

Results take 15 minutes and indicate whether a person is infectious at the time the test was taken.

- Home tests are NOT available in Mexico, only certified labs administer tests. So for self-testing purposes in a group setting, **each person needs to bring their own tests.**
- We recommend the entire group self-test one day, and four days after arrival. For example: if arriving on a Saturday, self-test on Sunday and Wednesday, and lab test on Friday for Saturday departure.
- Regardless of the group testing schedule, if anyone presents symptoms at any time they should immediately isolate and self-test.
- **Testing for travel:** The US requires an antigen test taken the day before returning from international travel (not 24hrs so there is some wiggle room with flight times). Canada requires a PCR test taken within 3 days of returning. We have partnered with a local certified lab that comes to Mar de Jade to administer the tests. They provide printed and electronic results that are valid for travel. The cost of the antigen test is \$800 pesos (about \$40 USD). The cost of the PCR is \$2,900 pesos (about \$150 USD).
- We must have the correct departure information for all participants ahead of time, including departure date, airline, flight number, flight time, and final destination (to confirm if they require an antigen or PCR test). It is also essential to know if a guest is staying in Mexico after leaving Mar de Jade, since testing with the rest of the group won't serve them for travel purposes. Please collect this information for your participants and send it to us at **least 3 weeks before arrival.**

MASKING

Masks are an easy and effective way to protect ourselves those around us. Their use is especially critical in crowded indoor settings, such as airports, where N95 or KN95 are the most effective options. Fortunately, most of Mar de Jade's shared spaces are outdoors, with a constant ocean breeze and enough space to spread out. However, we do require masking in certain areas:

- Staff must be masked at all times while at work.
- Guests must be masked during the following circumstances:

- During transportation (from/to airport and excursions).
- During check-in, check-out, and generally when interacting with our staff
- During meal times while standing at the buffet line and moving around the dining room.
- Guests may remove their masks when seated at their table and in outdoor areas like the beach and pool.
- The use of face masks in the retreat halls and during retreat activities is at the group leader's discretion.

ADDITIONAL MEASURES

We have also implemented a wide range of internal protocols to help keep our guests and staff safe and comply with local and federal health regulations. You can download the full PDF from [our website](#) for a detailed description. These are the most important:

- We installed plexiglass barriers at the buffet, and food is served by masked staff members.
- Enhanced room cleaning between stays includes airing out and sanitizing the entire space before the next guests' arrival.
- Hand sanitizer is readily available throughout the property.
- High-touch areas such as railings and door handles are sanitized frequently.
- Frequent testing for staff members and paid sick leave includes coverage if someone tests negative but presents symptoms.

PROTOCOL IN CASE OF A POSITIVE COVID RESULT FOR GUESTS

Should a guest receive a positive covid result (with or without symptoms) while at Mar de Jade, the following protocols will be implemented:

- As per the most recent [CDC guidelines](#) (updated 12/27/21): "people who test positive should isolate for 5 days and, if asymptomatic at that time, they

may leave isolation if they can continue to mask for 5 days to minimize the risk of infecting others”.

- If someone tests positive while at Mar de Jade, they are required to isolate for 5 days in their room. If they were sharing a room, we will provide a separate room. Our staff will deliver all meals and purified water to their room.
- If they must stay beyond their original reservation dates due to a positive result, we will accommodate them and offer a 20% discount on our rates for the additional nights. While the type of room is subject to availability, we do hold rooms for this type of situation.
- Once the period of isolation ends, they will be able to fly home with their positive result and an accompanying doctor’s letter certifying they are no longer contagious, which we can arrange for.

GUEST CANCELATIONS

We want to remind you of our current guest cancellation policy (below). Please make sure to align your policies with ours. We are maxed out on making exceptions! We rely on you to ensure participants understand and agree to these policies.

We HIGHLY recommend guests protect their investment with travel insurance. You may even consider making it a requirement for your retreat.

Cancelation Policy

Refund: Receive a full refund minus a \$150 per person administrative cancelation fee if you cancel up to 30 days before arrival. No exceptions.

Credit: Keep your entire deposit, without any penalties, as a credit towards a future stay (no time limit) if you cancel up to 14 days before arrival. No refunds are given in this case. Exceptions will be made within the two weeks only with a positive Covid test result before travel.

Donation: If you are willing to leave your full or partial deposit as a donation to our non-profit community projects: [El Jardin School](#) and [Tao Trade School](#), we would be so grateful. The funds would go a long way in providing education for the most vulnerable youth in our community during these trying times. Read more about our [Community Projects](#).

Important:

- The balance is charged 2 weeks before arrival; if your cancelation is within that time frame, the credit applies to the total amount, and no refunds will be issued for any portion of it.
- There is no prorating for arriving late or departing early for any reason, including delayed or cancelled flights.
- Please consider protecting your investment by purchasing travel insurance.

Please Note: We are a small, grassroots operation that supports multiple non-profit projects and is the source of livelihood for many families in our community. We have had a very financially challenging two years and are balancing a desire to remain flexible for our guests with a need to ensure our stability. We want to still be here to welcome you with the same level of care and service you have come to know and love!

Our intent is that you not lose any deposit money. We are happy to turn it into credit, but refunds are really hard on us. **So if it's possible for you to keep the credit, please choose that option.** We also have costs associated with taking your reservation (staff time, credit card fees, etc.) and keeping the center up and running and ready for your arrival, which means we cannot make any exceptions. Thanks for your support!