

# DEAD & COMPANY

## PLAYING IN THE SAND

### RIVIERA CÁNDU, MX

**PLAYING IN THE SAND COVID-19 POLICY:** Updated 1/5/2022

#### New safety protocols, refund policies announced!

Dead & Company looks forward to seeing you at Playing in the Sand January 7-10 & 13-16, 2022. Any package holders no longer interested in attending Playing in the Sand for either weekend may now request a refund by following the instructions below and submitting your refund request by 5PM ET on December 31, 2021. As COVID-19 continues to impact international travel and live events, we ask that all attendees remain mindful of their exposure risk prior to travel. Creating a safe, comfortable experience for all guests, artists, and staff remains the highest priority for CID Presents.

CID Presents and Dead & Company strongly advise guests, if eligible, to be boosted against COVID-19 before traveling to Mexico.

#### ► IMPORTANT UPDATES TO PLAYING IN THE SAND'S HEALTH & SAFETY PLANNING

CID Presents and Dead & Company have enacted the following measures to provide a safer experience for all:

- All staff are required to wear KN95 masks at all times.
- All guests will be required to wear masks in all indoor public spaces except while actively eating.
- All CID Presents staff are fully vaccinated against COVID-19.
- All Moon Palace staff who are guest-facing are fully vaccinated against COVID-19.
- All CID Presents staff and Moon Palace staff are tested daily.
- We highly encourage guests not to leave the resort throughout their Playing in the Sand vacation. Therefore, all CID Presents-hosted off-site adventures have been canceled and will be automatically refunded.
- In the event a Playing in the Sand guest tests positive for COVID-19 either upon arrival antigen testing or prior to departure, an on-site quarantine room will be provided complimentary by CID Presents and Moon Palace until a negative test result is produced.
- In the event that all on-site quarantine rooms are occupied, CID Presents will arrange for lodging at a nearby hotel and cover all associated transportation and lodging costs.
- Guests who arrive in the Cancun area more than two days prior to event check in and need assistance with obtaining a PCR test locally can visit our medical partner Protech at one of [THESE locations](#). You will not be allowed to check into the event or resort until you have received your PCR test results.
- We strongly advise against flying without a negative test result. Guests who get PCR tests via Protech Medical will experience at least a 6-8 hour wait for test results. Please use the code "RockOn" for a discounted rate of \$85 per person per test.
- New CDC Isolation and Quarantine Period guidance has been lowered from 10 days to 5 days for asymptomatic US Citizens. For the most up to date guidance, [click here](#).

#### ► As a reminder, all of the following four requirements will apply to all Playing in the Sand 2022 guests:

- Proof of full COVID-19 vaccination before departure for the event; AND
- Lab or technician-certified PCR or NAAT test, no more than two days prior to event check-in; AND
- Negative antigen test administered at check-in; AND
- Additional negative antigen test for departure from Mexico no more than 1 day before your flight home, per CDC order.

**Note:** if you are unable to access a COVID-19 PCR test, NAAT lab or technician-certified test results will also be accepted.

#### ► FOR ANYONE ELIGIBLE, A COVID-19 BOOSTER SHOT IS STRONGLY ENCOURAGED!

While we are confident that the policies and precautions in place will allow us to present a safe and enjoyable event, if you prefer to cancel **your entire package for a full refund**, you may do so before 5PM ET on Friday, December 31. **Refund requests will not be accepted via phone or email.** Refunds will be automatically issued to the card(s) used for each payment within 60-90 days.

Please Note: If you are requesting a refund and you previously signed a waiver and got the package transferred to you, a refund will be provided via mailed check. This is the only circumstance a refund will be provided via mailed check. Please complete the form sent to all purchasers via email if you wish to request a refund and a follow-up email will be sent in the coming weeks to collect your preferred shipping address.

**No refunds will be provided after the deadline and by choosing not to be refunded you are opting to keep your original package purchased.**

**Important:** action must be taken by the primary lead guest, on behalf of their group.

PCR ARRIVAL TEST WEEKEND 1 (no more than 2 days prior to check in)		ANTIGEN DEPARTURE TEST WEEKEND 1 (no more than 1 day before the flight's departure per CDC order)	
Arrival Date	PCR Test Administered:	Departure Date	Antigen Test Administered:
4 Night Package - 1/7	1/5, or 1/6	4 Night Package - 1/11	1/10 or 1/11
5 Night Package - 1/7	1/5, or 1/6	5 Night Package - 1/11	1/10 or 1/11
5 Night Package - 1/6	1/4, or 1/5	5 Night Package - 1/12	1/11 or 1/12
6 Night Package - 1/6	1/4, or 1/5	6 Night Package - 1/12	1/11 or 1/12

  

PCR ARRIVAL TEST WEEKEND 2 (no more than 2 days prior to check in)		ANTIGEN DEPARTURE TEST WEEKEND 2 (no more than 1 day before the flight's departure per CDC order)	
Arrival Date	PCR Test Administered:	Departure Date	Antigen Test Administered:
4 Night Package - 1/13	1/11, or 1/12	4 Night Package - 1/17	1/16 or 1/17
5 Night Package - 1/13	1/11, or 1/12	5 Night Package - 1/17	1/16 or 1/17
5 Night Package - 1/12	1/10, or 1/11	5 Night Package - 1/18	1/17 or 1/18
6 Night Package - 1/12	1/10, or 1/11	6 Night Package - 1/18	1/17 or 1/18

**BOOKED ADDITIONAL NIGHTS?** For guests who have booked additional nights prior to package start date, the arrival PCR test must be taken no more than 2 days prior to Playing in the Sand event check in on January 5th (Jan 7-10 guests) or January 11th (Jan 13-16 guests)

#### BEFORE YOU GO (To expedite entry and prove qualification)

Generate an Entry Pass via the My Bindle App [HERE](#)

- Create a My Bindle app account using the email address that is linked to your name in the Guest Dashboard

- Upload proof of full vaccination against COVID-19

- You'll need to have received the 2nd Moderna, Pfizer, or AstraZeneca shot, or the single Johnson & Johnson shot **at least 14 days prior to arrival**

- Although not required, we recommend getting a booster shot to provide an extra level of protection and peace of mind

- Upload proof of a negative COVID-19 PCR test result

- Administered by an official testing site **within 2 days prior to check in**

#### WHILE YOU'RE HERE

- Upon arrival at Moon Palace, an antigen test will be administered at check-in. There will be no additional cost for these tests.

- Per CDC Order, airlines currently require proof of a negative COVID-19 test for entry back into the United States. This antigen test must be taken no more than 1 day before the flight's departure and documents must be shown prior to boarding. Please note the Moon Palace provides two departure rapid antigen tests per room at no charge. If you have more than two people in your room, there will be a surcharge of \$19 per additional test. Guests will need to schedule their departure test directly with the resort. If CDC guidelines change before the event we may update this requirement in line with any new guidelines, which will be communicated to you.

We appreciate your commitment to these policies as we make every effort to keep the Playing in the Sand community healthy and safe. Throughout your stay, a number of enhanced sanitation and preventative measures will also be enforced by our friends at Moon Palace Cancún, and can be reviewed [here](#). If you have not done so already, you should consider purchasing travel insurance. Our partners at Wanderwell may provide coverage for certain scenarios including COVID-19 related illness that might prevent you from joining us in Mexico. For details, click [here](#).

**We look forward to welcoming you to the beach in 2022!**

*Please note that as CDC, World Health Organization, and local restrictions evolve, we reserve the right to adjust our own policies and offerings to create the safest possible environment. Updates to this policy will be communicated directly to Playing in the Sand purchasers and guests, via CID Presents.*

## FAQS

- **What happens if I arrive without proof of vaccination AND a negative PCR test?**
  - You will be denied entry to the event and resort without a refund.
- **If I am unvaccinated, can I still attend with proof of a negative PCR test?**
  - No. All adult guests must provide proof of a negative PCR test AND proof of full vaccination prior to arrival.
- **What requirements will children need to follow?**
  - Unvaccinated children ages 4-12 may still attend the event but will need to show proof of negative antigen test **daily** and there must be 24 hours between each test. Guests will be responsible for this testing cost of \$19 per day.  
**Infants:** Unvaccinated infants ages 0-3 can either take a daily antigen test or everyone in the traveling party must take a daily antigen test. This includes parents, siblings, caregivers, etc. Anyone staying in the same room must complete a daily test if the infant is not taking a daily test. These tests are to ensure the unvaccinated child has not infected the parents or vice versa.  
**Departure Antigen:** Per CDC order, children ages 2 and above must complete a departure antigen no more than 1 day before the flight's departure.
- **What happens if I test positive for COVID-19 before arrival? Will I get a refund?**
  - No. Package refunds will not be given to guests who test positive for COVID-19. We recommend purchasing travel insurance from a third party that covers COVID-19 related illnesses.
- **What happens if my PCR results do not arrive before my departure?**
  - You will not be allowed to check into the event until you have received your PCR test results.
- **What if I have a medical condition that may exempt me from getting vaccinated?**
  - Please contact Guest Services to discuss your options.
- **How will vaccination and negative COVID-19 test results be confirmed?**
  - You will generate an Entry Pass via the My Bindle App.
- **What type of PCR test is accepted?**
  - All PCR test types are accepted including a Saliva PCR test. Self-administered PCR tests are acceptable if they are sent to a laboratory. If you are unable to access a COVID-19 PCR test, NAAT lab or technician-certified test results will also be accepted. Antigen tests are not accepted for this negative verification.
- **Where can I get a free PCR test prior to arrival in the United States?**
  - You can review testing options for your state [here](#). We have also now partnered with Community Diagnostics to provide the option for self-collection PCR tests. If you are attending January 7-10 Weekend, [click here](#) to order your self-collection PCR test. If you are attending January 13-16 Weekend, [click here](#) to order your self-collection PCR test.
- **Where can I get a PCR test in the Cancun area?**
  - Those needing assistance with obtaining a PCR test locally can visit our medical partner Protech at one of [THESE locations](#). You will not be allowed to check into the event or resort until you have received your PCR test results. Guests who get PCR tests via Protech Medical will experience at least a 6-8 hour wait for test results. Please use the code "RockOn" for a discounted rate of \$85 per person per test.
- **Do I have to pay for any of the on-site arrival or departure testing?**
  - The antigen test administered upon arrival will be no cost to guests. Two rapid antigen tests are provided per room for departure to the U.S. Guests will need to schedule their departure test time directly with the resort. If you have more than two people per room, there will be a surcharge of \$19 per additional test. Masks are encouraged but not required during the rest of the event.
- **What happens if I test positive for COVID-19 during or at the end of the event?**
  - You can review Moon Palace's Purely Palace policies [here](#). In the event a Playing in the Sand guest tests positive for COVID-19 either upon arrival antigen testing or prior to departure, an on-site quarantine room will be provided complimentary by CID Presents and Moon Palace until a negative test result is produced. In the event that all on-site quarantine rooms are occupied, CID Presents will arrange for lodging at a nearby hotel and cover all associated transportation and lodging costs.
- **What happens if I had Covid-19 and recovered, but my PCR tests results are positive?**
  - A signed doctor's note (including the date of your first symptom and original positive results) confirming recovery from Covid-19 within the last 90 days will need to accompany a positive PCR test. The signed doctor's note may be uploaded to Bindle.
- **Will I be required to wear a face mask at the event?**
  - Face masks will be required during transportation (to and from the airport as well as on any adventure transportation) and during check-in. Masks are also required by the Moon Palace in all common areas inside the resort. Masks are encouraged but not required during the rest of the event.
- **What COVID-19 precautions and policies can I expect at the resort?**
  - The Moon Palace COVID-19 measures can be reviewed [here](#). Please check the Purely Palace website for the most up to date resort policy as it is subject to change.
    - All Moon Palace staff who are guest-facing are fully vaccinated against COVID-19.
    - All CID Presents staff are fully vaccinated against COVID-19.
    - All CID Presents staff and Moon Palace staff are tested daily.
- **What happens if the 2022 event is canceled due to COVID-19?**
  - In the event of a full cancellation for any reason, a refund will be issued on the credit card used to purchase your package. **Please Note:** Only guests with a valid package in good standing on payments would be eligible to receive a refund if the event was canceled.
- **Is a departure antigen test required if I'm traveling somewhere besides the United States?**
  - A departure antigen test is required to board a plane back to the United States. If your destination country does not require a negative antigen test it is not necessary to take the test. Check the requirements of your destination [here](#).
- **If I have booked additional nights when does my arrival PCR test need to be taken?**
  - For guests who have booked additional nights, the arrival PCR test must be taken no more than 2 days prior to Playing in the Sand event check in on January 5th (Jan 7-10 guests) or January 11th (Jan 13-16 guests).
- **Do I need to show my vaccine card at arrival?**
  - No! Proof of vaccination can be digitally uploaded prior to event check-in using the Bindle app! The Bindle app is safe, secure, and available FREE of charge to all guests. If you have any issues uploading your information to Bindle, please contact support@joinbindle.com. We will also accept documents on-site if you do not upload all information to Bindle, but you will be separated from other guests until verification is complete. If your card has been lost we will accept official medical documentation stating name, date of birth, patient number, vaccination date(s), and lot number(s). We highly recommend utilizing the Bindle app for a faster check-in experience.

DO

DON'T

- Take these precautions seriously - we want everyone to have a safe, enjoyable time in Mexico
- Limit any potential exposure by self-isolating as much as possible prior to traveling
- Take your vacation plans into consideration when planning for New Year's Eve celebrations
- Request a COVID-19 test from the resort if you are feeling any sickness symptoms during your stay
- Stay on-site at the Moon Palace for the duration of your trip or participate in CID Presents off-site Adventures which will only include Playing in the Sand guests
- Cover your mouth and nose when sneezing or coughing
- Wash your hands with soap and water frequently
- Consider travel insurance to give you peace of mind

- Travel if you are feeling sick - All guests will be required to take an antigen test upon arrival
- Hang out in cramped spaces with non-event guests prior to departure for Mexico
- Hang out with non-event guests during the event weekend
- Share common items such as cups or silverware with other guests

*Please note that as CDC, World Health Organization, and local restrictions evolve, we reserve the right to adjust our own policies and offerings to create the safest possible environment. Updates to this policy will be communicated directly to Playing in the Sand purchasers and guests, via CID Presents.*