

March 13, 2020

Dear Guest:

As the situation around Novel Coronavirus (COVID-19) continues to evolve, we are actively making the necessary changes to our protocols to ensure we provide safety and flexibility for our guests. We wanted to reach out to you personally with information about what we are doing here at <HOTEL_NAME> to support you and your travel plans. To date, we have had no evidence of infection in our geographic region, therefore, we are open for operation, with modified procedures. As always, the safety, security, and health of our guests and team members is of the utmost importance and our highest priority.

Here are the actions we have taken:

HOSPITALITY:

We are OPEN for business. While you should consult your health professional, we believe the great outdoors may just be what the doctor orders.

We have modified our cancellation policy and allow for full flexibility and cancellation up to 24 hours prior to arrival. If you do feel ill on the same day of your arrival, we will cancel without penalty, and simply ask you to contact us directly to make arrangements before check-in time.

For Third Party Travel Agent Reservations: Contact the booking agent directly to make any modifications to your third party reservation. We are not authorized to directly modify third party reservations.

For Direct Reservations: Follow the instructions on your Reservation Confirmation Email to cancel or modify your reservation. Call us directly at <HOTEL_PHONE> if you need any special assistance.

HEALTH:

Our team has been briefed on the additional measures and new protocols, is abreast of the latest news and information from local and national health authorities, and has a plan in place should there be any evidence of this viral infection at our property or geography.

Cleanliness and Safety:

- a. All employees are required to engage in frequent handwashing
- b. We have deployed hand sanitizer at check in counters
- c. Our staff is trained to avoid close contact and practice social distancing
- d. Our staff has been instructed on increased sanitization measures we have taken to sanitize public areas, key cards, public bathrooms, and specific touch points
- e. We have made necessary adjustments to our breakfast offerings in accordance with current food safety recommendations

It is during times like this where community must be galvanized and hospitality matters most. Whether your travel plans are now or in the near future, our friendly team members are ready to welcome you.

For additional information about Coronavirus (COVID-19), please visit the Centers for Disease Control and Prevention at [CDC.GOV](https://www.cdc.gov).

Best of Health,
<HOTEL_NAME> Management