



Dear Valued Travel Partner,

First and foremost, we would like to thank you for your constant hard work and dedication as we fight this uphill battle together. There is no playbook for a situation like this, and you have all been on the frontlines doing a tremendous job at servicing our mutual customers. As we continue to work together through this unpredictable time, our top priorities remain the safety of our mutual clients, our staff and partners, in addition to supporting our trusted travel advisors to the best of our abilities.

As our company has continued to closely monitor the Coronavirus (COVID-19) landscape and shift our strategies as needed, we wanted to share the latest updates with you.

Temporary Hotel Closures

In light of this global emergency and heightened travel restrictions across several countries, we have made the careful decision to temporarily close the following additional hotels as part of our continued efforts to mitigate the spread of the virus and navigate around these travel restrictions:

- Hard Rock Hotel Vallarta will temporarily close from March 24 to April 19, 2020
- UNICO 20°87° Hotel Riviera Maya will temporarily close from March 25 to April 13, 2020
- Hard Rock Hotel Los Cabos will temporarily close from March 26 to April 30, 2020
- Nobu Hotel Los Cabos will temporarily close from March 26 to April 30, 2020

As a reminder, last week, we announced the following temporary closures:

- Hard Rock Hotel & Casino Punta Cana will temporarily be closed from March 19 to April 2, 2020
- Hard Rock Hotel Riviera Maya will temporarily be closed from March 23 to April 6, 2020
- Eden Roc & Nobu Hotel Miami Beach will temporarily be closed from March 22 to April 30, 2020

If you have a client who is booked directly and is currently staying at one of the hotels with a check-out date past the closure date and has to depart sooner, the client will receive a voucher for a future hotel stay for the number of unused hotel nights. If this client booked through a Tour Operator, please contact your Tour Operator for their policy and next steps. The hotel staff is ready to assist our mutual customers as they make arrangements to return home safely.

Any guests with individual bookings who were scheduled to check-in to one of the hotels between the closure dates can reschedule their hotel stay for travel within one year from the original travel date, and will receive a free upgrade to the best available room category at the time of change in addition to 1 free night for every 3 nights paid. If this guest does not wish to reschedule, they can cancel without penalty.

Those with contracted groups should reach out to their sales contact to discuss any changes, or options available.

Additional Support With Tour Operator Bookings

We understand that the ongoing COVID-19 situation has been affecting an increasing number of existing reservations. As our Tour Operator partners are working extremely hard and diligently to attend to each and every one of their bookings, we would like to extend our additional support to help alleviate the influx of inquiries and requests to rebook.

If you have any customers booked through a Tour Operator who wish to reschedule, you may reach out to your BDM and we will assist with rebooking them on our end; we will be sure to reconnect with the Tour Operator to ensure any changes are communicated to them. For any guests booked through a Tour Operator who wish to cancel, we ask that you continue to reach out to your Tour Operator partner. We hope this helps with any assistance needed with existing reservations.

We will continue to update you on any developments surrounding the coronavirus/COVID-19 global crisis and our hotels. We thank you again for your continued support and understanding as we navigate together through this unprecedented time.

Sincerely,



Ash Tembe, VP of Global Sales
AIC Hotel Group

