



Dear Travel Partner,

As the safety, health, and wellbeing of our customers, partners and employees are top priority, we continue to closely monitor the COVID-19 situation, and follow the lead of Centers for Disease Control (CDC), the World Health Organization (WHO), government agencies, and internal teams to stay on top of this evolving situation.

It has always been of utmost importance to provide you with the tools and resources you need at all times. We have been working hard to ensure you are supported through this crisis, and that we can offer our mutual clients the best possible options. We are committed to working with you through this evolving situation, and at this time, we would like to share the following updates in order to keep you informed:

Protocols, Procedures, and Preventive Measures

We want our mutual guests to feel confident and comfortable when traveling to our hotels, and to enjoy their vacation with peace of mind.

There are no reported cases in any of our cities, however, we continue to follow and reinforce internationally recognized regulations regarding guest and employee sanitation. We have also implemented additional preventive and precautionary measures in place in the interest of our guests' and employees' health and wellbeing; these include:

- Increased and additional cleaning and disinfection of all guest rooms, offices, back-of-house areas, common areas, air conditioning units, and surfaces throughout the hotel using Ecolab products
- Continued training and implementation of global standards of sanitation set forth by third parties, such as Ecolab
- Reinforcement and documentation of employees' hand washing requirements and use of an alcohol-based sanitizer, frequently and rigorously according to strict protocol
- Continued use of masks and gloves by the required food-handling employees according to protocol
- Limiting physical contact such as handshakes
- Encouraging correct handwashing technique and use of hand sanitizing gel among guests
- Additional staff training on how to closely monitor and identify any flu or virus associated symptoms, and reporting it to local authorities
- Continued staffing of an onsite doctor 24/7 at our Mexico and Dominican Republic properties

While there are no travel advisories for any of our cities and our international destinations are coronavirus-free, we continue to review the cancellation policy based on the latest updates from the global & local authorities. The following updated policies apply for changes made between March 11 and April 30, 2020 for bookings traveling in 2020. Changes can only be made once.

Flexible Policy For New Individual Bookings

To provide our mutual customers with further peace of mind, if guests book their stay between March 11th through April 30 for travel until December 15, 2020, they may change their dates up to 24 hours prior to arrival with no penalty for travel up to December 18, 2020 (a difference in rates may apply, this is subject to availability). Cancellations will be subject to penalty.

Flexible Policy For Existing Individual Bookings

For guests traveling from the high-risk areas listed as per the updates from the Centers for Disease Control and Prevention (CDC), we will allow rescheduling the hotel stay within one year from the original travel date, or canceling hotel reservations without any penalty.

Additionally, any existing reservation can be moved prior to travel for dates up to December 18, 2020 at the same rate. All penalties will apply for any cancellations as specified at the time of booking.

Flexible Policy for Existing and New Group Bookings

Direct Wedding and Social Groups:

- Any existing contracted wedding or social groups under cancellation penalties can change their travel dates up to December 18, 2020, and the same contracted rates will apply.
- Any individual guests who would like to move dates can do so once, and pay the full amount of their current penalty which becomes non-refundable and transfers over to the new date.
- All penalties will apply for any individual guests who would like to cancel.
- Complimentary nights will apply based on the total number of rooms paid in full regardless of travel date.

Tour Operator Wedding and Social Groups:

- Any existing contracted wedding or social groups under cancellation penalties can change their travel dates up to December 18, 2020, and the same contracted rates will apply.
- Reductions made between 90-45 days, will be allowed up to 40% without penalty.
- Any individual guests who would like to move dates can do so once, and pay the full amount of their current penalty which becomes non-refundable and transfers over to the new date.
- All penalties will apply for any individual guests who would like to cancel.
- Complimentary nights will apply based on the total number of rooms paid by the tour operator regardless of travel date.

All Wedding Ceremonies:

- Couples can move their wedding to a new date up to December 18, 2020 and the \$300 non-refundable deposit is transferable. The new date is subject to availability, and must be selected at the time the move is requested.
- If wedding extras are paid in full, all payments for nonperishable items will be transferred to the new date. Perishable items will be non-refundable.
- Wedding group benefits for events will be honored for original group size as long as a minimum of 70% of the original group travels.

The above policies do not apply to contracted Corporate and Incentive Group travel; please contact your Sales Manager or Global Sales contact to discuss the best possible option for all parties concerned.

Protected Commission

As a reminder to our travel partners, if guests who are booked direct choose to cancel their stay under full payment penalty, travel agent commissions will be protected.

As we continue to closely monitor this developing situation, we will keep you informed with our customers' safety and wellbeing at the forefront of everything we do. You may continue to check <https://allinagents.com/coronavirus-update> for any further updates.

We thank you for your continued patience and trust. We value your partnership, and are here to provide you with the support you need throughout this scenario.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ash Tembe', with a stylized flourish at the end.

Ash Tembe, VP of Global Sales
AIC Hotel Group