



Global Incident Alert: Coronavirus outbreak, Italy

6 Mar 2020

Dear Travel Partner,

Executive Summary:

On Thursday the Italian authorities reported 41 deaths from the virus in the past 24 hours, raising the total death toll to 148 in Italy. Currently 3,296 people are infected in the country.

This was the first country in Europe to ban all flights to China; the first to cordon off entire towns; and now it's the first to close all schools and universities, a dramatic effort to limit a worsening outbreak.

Affected Areas:

Italian authorities imposed last weekend travel restrictions for 14 days from Sunday 23 February in a few municipalities where permission is necessary to leave and/or enter the place in Lombardia (a) Bertonico; b) Casalpusterlengo; c) Castelgerundo; d) Castiglione D'Adda; e) Codogno; f) Fombio; g) Maleo; h) San Fiorano; i) Somaglia; j) Terranova dei Passerini) and one small village in Veneto (Vò Euganeo). For now, there are no other relevant travel restrictions in Italy.

Reactive Policy:

- Bedsonline has approved to apply Force Majeure protocol for clients that were unable to travel to and from the **affected area (exclusively municipalities specified above)** due to **the virus outbreak**. Those affected by the situation will be able to get a refund for their unused services. This policy can be applied to all travelers with bookings in the affected destinations from **Sunday, 23 February 2020**.
- For any **bookings with destination Italy (to any location other than the "affected area")**, Bedsonline advises to cancel bookings only for clients that are requesting cancellations provided that (1) applicable cancellation policy permits cancellation free of cancellation costs and/or (2) suppliers are cooperating with cancellation costs waivers. In addition, as an alternative to waiving cancellation costs, a number Hotel chains and independent hotels are permitting free changes for bookings with check-in date within March 2020. For applicable conditions see Italy tab in the attached hotel chains list.

This policy is for bookings with arrivals from 23 February up to 8 March 2020. Bedsonline will continue to monitor the situation closely and will update our information and advice if there are any further developments.

Support:

At times like these, partnership truly takes on added value. Bedsonline, a Travel Advisor only company is tested and your growth is extremely important to us. Your customers need greater flexibility and time to make informed decisions on their travel plans. We do encourage the advisors to avail of our online tools available :

- **"book now, pay later"** - this enables advisors to hold planned trips for their customers up until cancellation dates - A powerful value proposition for using Travel Advisors at this time.

- **“Refundable”** hotel rooms - with our new feature to filter hotel searches by rooms that are refundable - this enables advisors to give options to their customers with more flexibility to cancel
- **“Sales Team support”** - our teams are available to support advisors on opportunities to grow their business in new destinations and products. We can provide advisors with “exclusive” rates to help them impress their customers over what they will find directly by themselves. We are also available to support advisors if they need to cancel hotels under penalty that are outside of our policies. This will involve negotiating with suppliers to get support on waiving penalties.
- **Destinations** - many advisors have an opportunity to show how they can offer stay-cations as great travel options. Bedsonline has over 50k+ in the Americas region including resorts in US, Canada, Mexico and the Caribbean. And we do offer All-inclusive and self-catering options in many of these destinations with exclusive B2B rates that your customer will not find on the OTA channels.
- **Webinars** : Join us for some support during this time :

Weekly Training Webinars by clicking below:

[Bedsonline - Everything You Need To Know](#)

Monthly Chat with an Expert Webinars by clicking below:

[Bedsonline - Chat with an Expert](#)

Bedsonline Destination of the Month: Dominican Republic

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Our entire team at Bedsonline will be there for you, to support you and to assist in any way we can as we work together through this challenge.

Affected Clients:

- Monitoring

Action Taken:

- Operations Teams are fully aware of the situation and are ready to support clients

Future Action Plan:

- Closely monitoring the situation

Next Update:

- Will be sent if situation demands

Regards

The Bedsonline Team