



Dear valued partner,

Further to our previous communications with you regarding the actions we are taking to support you at this difficult time, we wanted to update you on two important developments.

**Firstly**, due to the continued closure of borders around the world and restrictions put in place by governments, we have decided to extend until 15 April the global force majeure that we announced on 17 March.

This means that we will allow any traveler who wishes to do so the option to cancel their reservation – without facing a cancellation charge – for both refundable and non-refundable bookings for arrivals up to and including 15 April (subject to regular revision and extension, depending on the situation).

**There are, however, some exceptions and conditions related to this and the full details can be found on our [website](#) dedicated to keeping you informed.**

**Secondly**, we would also like to notify you that we have adapted our systems for those countries whose governments have taken action to force the closure of hotels.

In that sense, we are no longer showing availability at the affected hotels and will be proactively cancelling all accommodation bookings. For the moment this includes the following countries and periods (subject to revision and extension):

**United States:**

- **Miami** from March 23rd to April 22nd
- **Nevada** from March 19th to April 18th
- **Florida Keys** from March 22nd until April 5th

**Hamilton Island, Australia** : from March 22nd until April 30th

**Greece** : from the 23rd of March until April 30th

**Cyprus** : from the 21st of March until April 30th

**Spain** : from March 26th until April 11th

**Bulgaria** : from March 20th until April 13th

**Zanzibar** : from the 21st of March until 21st of April

**Köln** : From March 20th until April 19th

Rest assured that we are continuing to monitor this situation very closely and are doing everything possible to support you, including putting on extra resources in our operations centres.

In the meantime, wherever possible we would like to ask you to hold back on contacting our call centres about bookings that are not for arrival in the next 72 hours. This allows us to prioritize our

resources on the more important cases – something that is in everyone's interest.

We strongly recommend using our [website to cancel and/or modify](#) your bookings with us. We advise that you do **not advise** your customers to do credit card chargebacks, we just need those to be patient as we get through these.

Your partnership is valued greatly by Bedsonline and we would like to thank you again for your understanding and support.

Should you have any questions relating to this, please do not hesitate to contact your Bedsonline relationship manager.

Kind Regards,



**Carlos Muñoz**  
Managing Director  
Bedbank

A handwritten signature in black ink, appearing to read 'C. Muñoz'.



**James Phillips**  
Regional Director Americas  
Bedsonline

The logo for Bedsonline, featuring the word 'bedsonline' in a white, lowercase, sans-serif font on a black background. The 'o' in 'sonline' has a small orange and yellow graphic element.