



As we bring another week of this unprecedented situation to an end, Bedsonline wanted to take a moment, and provide you with an update on the steps taken to address their top three priorities: protecting the health of employees, standing by our partners and ensuring business continuity.

The pandemic is having a very significant impact on both cancellations and forward bookings. Nonetheless we are a global, financially robust business, in regular dialogue with our supportive shareholders. Therefore, together with the actions we are taking to protect the business, we are well positioned to both withstand these unparalleled circumstances and help our partners fully benefit from the recovery when it occurs.

Actions we have taken:

Home working: To both protect the health of our employees and ensure business continuity, the vast majority of our staff globally have been working from home since Monday 16 March. They are properly equipped with the technology needed to work effectively and we have provided them with up-to-date health and safety guidance.

Operational staffing: We have temporarily put in place increased staffing levels at our operations centers worldwide to respond to the very high demand for re-bookings and cancellations. Additionally, 270 non-Ops Staff from around the world have been trained to begin supporting the operational caseloads and deliver quicker responses.

New Phone System: We upgraded our entire telephony infrastructure to improve call stability, audio quality and eliminate dropped calls. Please note, however during this time, calls are being prioritized for those reservations travelling within 72 hours.

Take Note: New Phone Numbers

- USA Travel Advisors: 1 844-812 4459
- Canada Travel Advisors –1 416 840 4407

Keeping our partners updated: To ensure real-time access to Bedsonline updates at this difficult time we have launched a dedicated [COVID-19 web portal](#). Also, as of March 25, we have added a link to the page within the Bedsonline booking portal, which means it is easier for advisors to access information when dealing with live bookings.

Global 'force majeure': We declared a 'force majeure' for all bookings worldwide subject to a few exceptions^[1]. This means, in most circumstances, travelers will receive a full refund on their bookings (subject to the terms of the Force Majeure).

Force Majeure Policy - Cancellations

- If a booking is refundable, advisors can cancel the booking and process a full refund online, providing it is prior to the cancellation deadline

- If a booking is non-refundable, and falls within our current Force Majeure protocol, it will qualify for a full refund. Advisors can cancel the booking online, and our team will adjust the reservation on the back-end, and will process the refund
- If a booking is non-refundable and does not fall within our current Force Majeure protocol, it will not qualify for a full refund. We recommend that advisors do not cancel the booking, and wait to see if the Force Majeure free cancellation waiver is extended

Refunds

- Where a booking qualifies for a refund, our team are trying to process and clear the refunds in 10 working days
- Due to the massive volume of refunds they are processing, we ask that you forgive any slight delays – these will be exceptions
- Once refunds have been processed, we have also noted that there are some delays in the Merchant we use, and with your clients credit card companies
- Due to this, if your advisors are worried about a refund that should have been received, we ask that they give it a little longer than normal, before chasing
- Advisors have visibility via Bedsonline as to whether the booking is refunded or not.

Education: We are currently focusing on providing advisors with the tools they will need for when business returns and have created a [dedicated portal](#) with access to a variety of training opportunities from “Everything you Need to Know about Bedsonline, Transfers Tips and Tricks, to Destination of the Month” and many more. Furthermore, the Key Account Managers are providing ad hoc, virtual “Coffee Break” sessions, many of which featuring guest speakers such as the one and only James Phillips.

Website Updates: To provide mechanisms for Advisors to efficiently manage processes relating to the increased demand for cancellations, as of March 26 we have enhanced the website to allow the cancellation of multiple bookings simultaneously. Non-refundable, or reservations with associated cancellation fees will need to be cancelled individually to protect advisors from erroneously cancelling and incurring fees.

Collaborating with our supplier partners: We are adapting contracts with our hotel and supplier partners in line with the current context of travel restrictions, hotel closures and flight cancellations.

For anything else, please don't hesitate to reach out. Like all the Bedsonline Team, we are here to help and support you and your team through this difficult period, and we are committed to not only coming through this stronger and better than before, but, more importantly, together.