

March 20th, 2020

SUBJECT: Temporary Closure of our Hotels' Operation due to COVID-19.

Dear Valued Travel Partner,

There is no doubt we are living days of uncertainty as we continue battling against an invisible enemy called COVID-19, causing a chain of reactions.

The domino effect starts with local authorities declaring a state of emergency for the Dominican Republic, Jamaica, Brazil, the Prime Minister of Canada recommended the population to limit travel: <https://lp.ca/4ubu0a>. Most recently, yesterday, the U.S. Department of State increased the Global Health Advisory/Travel Alert to Level #4: <https://travel.state.gov/content/travel/en/traveladvisories/ea/travel-advisory-alert-global-level-4-health-advisory-issue.html> which advises U.S. citizens to avoid all international travel, "if outside the United States to return home immediately using whatever commercial means are available", "travel plans may be severely disrupted, and Americans may be forced to remain outside the United States for an indefinite timeframe", due to the global impact of COVID-19.

This collateral damage is now forcing us to change our original position. For those reasons and after extended hours of discussion in crisis management meetings, we have decided to temporarily start closing all our hotel operations as the news has developed.

- Hotels will start closing gradually until the last guest has checked out based on the dates detailed below. All properties will be officially closed at least until April 30th, 2020. We will communicate the dates we will resume operations shortly; we intend to re-open during May and June, this will depend on the status of this crisis.
 - MEXICO:** TRS Coral & Grand Palladium Costa Mujeres will remain open until April 3rd, 2020, before it closes.
 - TRS Yucatan Riviera Maya, Grand Palladium White Sand, Grand Palladium Colonial & Grand Palladium Kantenah will close March 24, 2020, as a reminder, all passengers between now and April 3rd, will be accommodated at Grand Palladium Costa Mujeres or TRS Coral accordingly, meanwhile these properties are open.
 - Grand Palladium Puerto Vallarta (will remain open for now).
 - DOMINICAN REPUBLIC:** All properties will close as of March 28, 2020.
 - JAMAICA:** all properties will close as of March 24, 2020.
 - BRAZIL:** will close as of March 30, 2020.
- CLOSEOUT DATES:** Our system has automatically sent out a closeout date notice starting now and until April 30th, 2020, inclusive. In effect at all properties with the exception of Grand Palladium Puerto Vallarta.
- BOOKING CHANGES, REBOOKINGS & CANCELLATIONS:**

We appreciate your partnership and support to continue working together to maintain the business on the books for both of us. Still, if the passenger is uncertain about deciding to travel, please consider the following criteria we will be applying:

 - ❖ **CHANGE YOUR DATE WITH CONFIDENCE.**
 - Guests will be able to change the date of their booking to a future travel date, for up to 12 months from original booking date, with no additional fee or cancellation penalty.
 - Between now and May 31st, 2020, for those guests who may change the dates of actual booking to a future date, we will offer a 10% discount combinable with current offers at the time of booking for the new travel dates.
 - Besides, when rebooking for a future date we will extend \$1,500usd in Resort Credit per room per stay, without minimum length of stay.
 - Guest also have the option to change to another Palladium property with the same brand in a different destination with no additional fee or cancellation penalties, 10% additional discount and Resort Credit will also apply in this case.
 - We will adjust the rate and the offers to the dates of the future of travel.
 - If guest wishes to change brands between Grand Palladium and TRS Hotels, he/she will be responsible for any price difference.
 - ❖ **GROUPS:**
 - If the group wishes to change the date of their existing booking to a future travel date between now and December 23, 2020, they may do so at the same rate based on room availability for up to one year from the original booking date.

PALLADIUM

HOTEL GROUP

- Additionally, groups may also relocate to another Palladium property within the same brand in a different destination for the same rate, based on availability.
- If the rate is lower on the new travel date, we will price match it; alternatively, if the client wishes to change brands, they would be responsible for any price increases.
- Changes in group size - if the group has guests that will no longer be able to travel, we will allow those guests to rebook their travel independently. These rooms will no longer count towards any earned group amenities, and the group amenities will be recalculated based on the new group size.
- **DEPOSIT & PAYMENT POLICY:**
- The full balance will be due 30 days prior to group arrival.
- Any deposits or payments already received will be applied toward a future date.
- If the group is relocating to another hotel in a different destination, the deposit is transferrable to the new hotel.
- ❖ **CANCELLATIONS:**
- All cancellation penalties for passengers traveling between now and April 30th, 2020, will be waived.

- ❖ **NO SHOWS:**
- All No-Shows will be waived for passengers traveling between now and April 30th, 2020.

- ❖ **REBOOKINGS:**
- Passenger must call Tour Operator/Travel Agency directly to do the re-booking.
- Tour Operator must issue the voucher for such credit to redeem at any Palladium Hotel property.
- Once ready, Tour Operator must contact our Call Center, based on the contact list below attached
- **IMPORTANT:** Tour Operator must provide Call Center with the original booking # to modify.
- **CONTACT LIST BY DESTINATION:**

MEXICO	Email:
Cancun-Riviera Maya	Cr16.america@palladiumhotelgroup.com
Costa Mujeres	Crscosta.america@palladiumhotelgroup.com
Puerto Vallarta	Cr16.america@palladiumhotelgroup.com
DOMINICAN REPUBLIC	
Punta Cana	Cr13.america@palladiumhotelgroup.com
Cap Cana	Crscapcana.america@palladiumhotelgroup.com
Santo Domingo	Crsgdom.america@palladiumhotelgroup.com
JAMAICA	Cr13.america@palladiumhotelgroup.com
BRAZIL	Crbrasil.america@palladiumhotelgroup.com

Thank you in advance for your continuous support and understanding.

Sincerely,

PALLADIUM HOTEL GROUP

Avda. de Bartolomé Rosello 18, 07800 Ibiza (Balears) Spain

www.palladiumhotelgroup.com