



Global Incident Alert: Global Incident Alert: COVID-19 Update

27 April 2020

Dear Travel Partner,

***** EXTENSION OF THE GLOBAL FORCE MAJEURE POLICY EXTENDED TO 31st MAY (FEW EXCEPTIONS – see our [COVID-19 website](#) *****

Executive Summary:

Since 12th March 2020, the Coronavirus outbreak has been declared a pandemic by the WHO. More than 2 Million cases have now been reported to WHO, from 185 countries and territories. In the last weeks, the number of cases reported in Europe increased further but seem to be stabilizing. Case numbers rose heavily in North America and other countries around the world. Many countries subsequently extended restrictions which is affecting travelers globally. For that reason, the situation demands additional actions to ensure the safety of our clients in the which is why the Global Force Majeure will be extended.

Bedsonline is therefore now **updating this policy as of today 27th April** to be (meaning this policy is valid for bookings cancelled as of today 27th April onwards):

Reactive Policy:

Bedsonline has approved to extend the application of the **Global Force Majeure policy on a reactive basis for arrivals from 16th May onwards until 31st May 2020.**

Therefore we will allow any traveler who wishes to do so the option to cancel their reservation – without facing a cancellation charge or fees – for both refundable and non-refundable bookings (as long as bookings are cancelled in due time, before check in, otherwise we are not able to guarantee these).

What is a Force Majeure:

A provision that excuses a party from not performing its contractual obligations that becomes impossible or impracticable, due to an event or effect that the parties could not have anticipated or controlled.

Modifying Reservations:

If the Force Majeure **DOES Apply** to Your Booking

- Please cancel the booking directly via [Bedsonline.com](https://www.bedsonline.com)
- Cancel prior to arrival/service date
- No need to contact the Support teams
- Reservations will be adjusted and refunded manually. Please allow up to 30 days for adjustment
- If the reservation is already in service – the booking cannot be canceled or modified online.

If the Force Majeure **Does Not Apply** to Your Booking

Force Majeure policies are changing frequently – if your booking is not yet covered – don't panic.

- If the booking is non-refundable – wait and see. Don't cancel yet as the Force Majeure may change to extend into your dates.
- Bookings cancelled before the Force Majeure was activated are not eligible for the refund under the Force Majeure. Instead, subject to supplier approval.
- If the booking is not canceled prior to guest arrival Force Majeure does not apply. Instead, subject to supplier approval

A complete overview over all Force Majeure policies in place at Bedsonline can be found in the Lobby and in [COVID-19 Bedsonline Policies](#) site.

Sign up here for [WhatsApp or Facebook Messenger Updates](#) for the on-demand update service via WhatsApp and Facebook messenger which is now Live!

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
- **Fully Refundable Rates** – check here for updates on hotels offering fully refundable rates [Fully Refundable Rates](#)
- **“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.
 - **Las Vegas** Convention and Visitors Authority Recorded Webinar – learn what’s new in Las Vegas [Click here to listen and learn!](#)
 - **Mexico** – Recorded webinar [Click here to listen and learn!](#)
 - **Puerto Rico** – Register for the April 28 webinar [Click to Register!](#)
- **Webinars** : Join us for some support during this time including many for North America regions coming up :

Weekly Training Webinars: [CLICK HERE!](#)

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. Please find our contacts attached.

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