



Global Incident Alert: COVID19 Update

31 Mar 2020

Dear Travel Partner,

Further to our previous communication on Tuesday 24 March – where we updated you on the extension of our global force majeure to 15 April and the closure of certain destinations – we wanted to update you on the latest developments.

We are now **proactively cancelling all accommodation and ancillary services (transfers, car rental, activities & theme parks) bookings** for destinations where suppliers have been forced to close by governments.

Naturally, we are also **no longer showing availability** in these destinations.

At this moment in time that list of destinations is as follows (and we'll be updating that list via this [website](#) on a regular basis):

Bulgaria: from March 20th until April 13th

Buzios and Goias (Brazil): from March 23th to April 4th

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

Germany: from March 25th to April 13th

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

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

India: from March 25th to April 13th

Italy: from March 25th to April 3rd

Luzon Island (incl Metro Manila) & Cebu (Philippines): from March 17th until April 13th

Malaysia: from March 27th until April 14th

Malta: from March 27th until April 15th

Mauritius: from March 27th until April 02nd

Portugal: from March 26th to April 15th

Reunion Island: from March 27th until April 02nd

Seychelles: from March 27th until April 15th

South Africa: from March 26th to April 16th

Spain: from March 26th until April 11th

United Kingdom: from March 25th to April 13th

United States:

· **Florida Keys** from March 22nd until April 5th

· **Fort Lauderdale:** from March 23rd to April 09th

· **Miami:** from March 23rd to April 22nd

· **Nevada:** from March 19th to April 18th

Zanzibar: from March 21st to April 21st

Should you wish to **reinstate a booking** that we have cancelled, and the passenger is still allowed to travel as per the local government restrictions, please email reinstate.booking@hotelbeds.com with all the details of the booking and we will reply to you in due course.

For all the latest information about this and our global force majeure policy – including details of exceptions and conditions related to these – **please go to our dedicated COVID-19 [website](#)**.

Wherever possible we would like to ask you to **hold back on contacting our call center about bookings that are not for arrival in the next 72 hours**. This allows us to prioritize our resources on the more urgent cases. We would like to assure you that we are monitoring this situation very closely and doing everything possible to support you, including boosting resources in our operations centers.

Once again, we'd like to remind you that your partnership is valued enormously by Bedsonline and we are grateful for your understanding and support.

Your Bedsonline Account Manager would be pleased to answer any questions you may have about the above.

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. See attached for contact information.
- **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. **Register for our live weekly webinars [here](#)**

Once again we'd like to remind you that your partnership is valued enormously by Bedsonline and we are grateful for your understanding and support.

[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.

Regards

The Bedsonline Team