



COVID-19 UPDATE

April 2, 2020

Dear MAST/Room-Res Travel Partner:

At Room-Res.com we know this is a very trying time for you. So, we are available to assist you 7 days a week via answering your customer service questions, processing your refunds and requesting cancellation waivers.

In the case of fully refundable bookings, the refund will be processed within 24 hours of receipt back onto the original form of payment. Refunds should appear on the credit card use to make the booking within 2-4 weeks.

In the case of non-refundable bookings checking in before May 31st, there is no need to contact us. Please cancel the booking via your Room-Res account.

We will automatically reach out to the supplier and ask they approach the hotel to request the property waive the original booking conditions and allow a full refund for the reservation. Currently, we cannot guarantee a refund on your request, but we are working hard to obtain the best outcome for you. Also, although we will let you know the result as soon as possible, due to the current volume of requests with different suppliers, this process may take up to 30 days. So, we would appreciate your patience and ask that you advise your customer not to dispute the charge on their card credit card statement.

In the case of non-refundable bookings checking in on/after June 1st

Currently the cancellation policy remains as per your original reservation. This may be subject to change as the situation develops and travel restrictions are updated. In this case, please contact us again within 30 days of travel for any policy updates, as suppliers are in the process of releasing guidance for the months ahead. Or, In the event your that customer is filing an insurance claim, please let us know and we will send you an insurance letter which you can submit.

If you have any additional questions, please do not hesitate to reach out to us.

Sincerely,

The Room-Res.com Team