

Dear Travel Partner,

As a valued business partner of IHG® Hotels & Resorts, we appreciate the trust you place in us. Recognizing the ongoing and increased uncertainty that coronavirus (COVID-19) is causing around the world, our highest priority is the health and well-being of our guests and employees. With that in mind we wanted to update you on the actions we have taken in response to the outbreak.

## **Enabling flexible travel**

We know that flexibility, based on your customers travel policies and the personal travel choices of the individuals you serve, is what you are looking for right now.

So, we are **waiving cancellation fees** for existing and new bookings at **all IHG hotels globally** for **stays between March 9, 2020 and April 30, 2020**.

For Groups & Meetings bookings, we will work with customers to manage any changes needed on a case by case basis. Our hotels are actively supporting customers to address the needs of each group, including moving event dates to another time. Please contact the hotel directly to discuss further.

We continue to monitor the situation and will be keeping this policy under review. **Please visit our website for more information on our latest cancellation policy and additional updates going forward.**

For bookings beyond April 30, 2020, I also want to remind you of the flexibility already built into our rates and packages that allow our guests to amend travel plans as necessary. Our Best Flexible Rate and most of our corporate rates allow for guests to change or cancel their reservation up to one to two days prior to arrival. Changing the date on any reservations may result in different pricing, but there is no fee for making changes.

We hope this helps your customers to plan and book any future travel with confidence.

## **The health & well-being of your customers**

Our number one priority is the health, safety and well-being of our guests and employees. We are closely monitoring developments around the world and are in contact with global organizations including the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC) and relevant authorities for country-specific requirements, to ensure the actions we take are comprehensive and suitable.

We have provided our hotels with a series of resources, alongside current information, guidance and travel advice. This includes resources on cleaning and disinfection procedures, as well as guidance on prevention and control of communicable diseases from leading health organizations, such as:

- Reviewing the frequency of cleaning and disinfecting of all areas in the hotel, including guestrooms, restrooms, leisure facilities, and other public areas
- Disinfection procedures paying special attention to the high-frequency touch areas, for example light switches, remote controls, telephones, door handles, toilet flush, shower controls, tap faucets, and elevator call buttons
- Provisioning hand sanitizer stations for guests to use at reception upon checking in and before using the buffet
- Spraying disinfectant at the air conditioning outlets.

### IHG Rewards Club status

We know that many of our IHG® Rewards Club members are now thinking about how to manage their loyalty activity this year and we are committed to supporting our members to do that. Our members are our most loyal guests and we want to give each member more reasons to get away and stay with us – when the time is right for them.

With more constrained travel plans and a shorter time period during which members can earn Elite tier status, we are **reducing the Elite membership criteria** required (nights or points) this year by **25% or more**. See details [here](#).

With this change our members can continue to earn Elite membership status this year and enjoy all the IHG® Rewards Club benefits this brings through 2020 and into 2021. This change will be reflected in member accounts in the coming weeks.

Our teams pride themselves on providing *True Hospitality for everyone* – a promise that guides us every day and is fundamental during times like this.

I'd like to thank you for the trust and support you have in us and we look forward to welcoming you and your customers to an IHG hotel soon.

In the meantime, if you have any questions, please contact your Sales Representative who will be able to support you further.

Best wishes,



**Keith Barr**

Chief Executive Officer  
IHG

**IHG®** Hotels & Resorts

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HOTELS & RESTAURANTS

Regent

HOTEL  
INDIGO

CROWNE PLAZA

HUALUXE  
華邑酒店及度假村®

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Holiday Inn

H  
Holiday Inn  
Club  
on the corner

**IHG®**  
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Club

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