



Dear Travel Partner

It is for sure a very difficult time for our industry , the current situation has been impactful on us all. We are making some changes in policies here in London, to assist you and your travellers.

For example, on Advance Purchase rates we will now accept cancellations, 48 hours prior to arrival or allow use of an advance deposit for another stay.

If your agency is a member of an agency consortia or have your own dedicated rate access then that rate has been further reduced to 10% below Best Available Rate. Same day cancel, 4pm, no penalty. No early departure fees. 10% Commission. FreeWiFi.

Also, please do utilise our VIP Desk – located here in New York. My colleague Robyn Sessa, sessar@edwardian.com, manages the desk 8.30am to 5.30pm Mon-Fri. I will manage outside those times/days. These services apply to all our hotels - both London and Manchester. All our hotels are listed on www.edwardian.com

The VIP Desk fulfill a variety of services, including;

Room Upgrades (Ugrades are processed immediately upon receipt of your mail)

VIP Recognition

Complimentary In Room Amenities

Priority Early Check In / Late Check Out

Space/Room Type Availability

Reservation Modifications

Virtual Payment Links

Invoice retrieval

Wishing you all the very best and thank you for taking the time to read this mail.

Kindest regards, *Declan*

Declan G Lott

Executive Vice President - Sales

T +1 212 932 1550

C +1 917 941 1415

E lotted@edwardian.com

W www.edwardian.com

Edwardian Hotels London

1133 Broadway, Suite 702. New York NY