

Dear Partner,

Aware of the serious concerns that COVID-19 is causing around the world, we would like to re-emphasize our commitment to the health and safety of all our guests, clients and team members in these times of uncertainty. Our thoughts are with all those affected across the different countries, their families and loved ones.

Following recommendations of different governments where we operate hotels, NH Hotel Group has decided temporarily to concentrate the low demand in a limited number of establishments.

Attached you can find the list of non-available hotels up today, we are currently studying whether to potentially limit sales in other properties. This list is confidential and can't be distributed without the authorization of NH HOTEL GROUP

If you have live bookings in any of the closed hotels, those can be moved to any of our properties still opened in the same city without any penalty, or change for the same hotel and for a date falling no later than **31 August 2020**, where our teams will take care of them with specific guidelines and enhanced cleaning and hygienic measures which have been put in place across all NH properties.

In case customers want to cancel those bookings during these periods, can be done free of charge.
For any support please contact our support center: supportcenter@nh-hotels.com.

We truly hope that these circumstances improve shortly and would like to thank you for your loyalty.

We will keep you updated on any changes in this situation and look forward to having you and your clients with us again soon.

Your sincerely,

NH HOTEL GROUP