

July 9th, 2020



UPDATES:

1. COVID19 Health Insurance Coverage & Health & Safety Protocols.
2. Revised Opening Dates.
3. Re-Booking, No Shows Policy.

Dear Valued Travel Partner,

We trust you and your Family are well and staying safe.

We would like to thank you for your support as we restart resuming our operations as we continue navigating through this unprecedented time. Please take a moment to review this announcement as we have exciting news to share.

1. [STAY SAFE - NEW COVID19 HEALTH INSURANCE COVERAGE – shout it to the mountains!](#)

As a piece of mind for all our Tour Operators, Travel Agents and mutual Guests, we have a new COVID19 Health Insurance effective as soon as we re-open a property. This insurance will cover all our Guests staying at any of our hotels.

A separate document with detailed information will be sent to you shortly.

As a reminder,

HEALTH & SAFETY PROTOCOLS

We know that the most important thing for a Traveler right now is the reassurance of the safety and security of their travel experience, for that reason, it is important for us to remind you that our Health & Safety Protocols are certified by SGS. SGS is the world's leading inspection, verification, testing, and certification company recognized as the global benchmark for quality and integrity.

We have been publishing and sharing with you all our H&S protocols. This information and collateral assets are available on our website, but please feel free to reach out to our Marketing Team in case you need any further assistance.

2. RE-OPENING DATES:

We are excited to inform you that we have started resuming our operations this month. Please find below the reopening dates for the rest of our properties in the Americas as detailed below.

REGION	INVENTORY OPEN FOR ARRIVALS STARTING:	RE-OPENING DATE	PASSENGER ORIGINALLY BOOKED AT:	IF HOTEL IS NOT RE-OPEN, PASSENGER WILL RECEIVE:
MEXICO	COSTA MUJERES (CANCUN)			
	July 1, 2020	OPEN	TRS Coral Hotel	N/A
	July 1, 2020	OPEN	Grand Palladium Costa Mujeres Resort & Spa	N/A
	RIVIERA MAYA			
	July 1, 2020	October 30, 2020	TRS Yucatan Hotel	AUTOMATIC UPGRADE to TRS Coral
	July 1, 2020	October 30, 2020	Grand Palladium White Sand Resort & Spa	AUTOMATIC UPGRADE to GP Costa Mujeres
	October 30, 2020	October 30, 2020	Grand Palladium Colonial Resort & Spa	N/A
	October 30, 2020	October 30, 2020	Grand Palladium Kantinah Resort & Spa	N/A
JAMAICA	PUERTO VALLARTA			
	July 1, 2020	OPEN	Grand Palladium Puerto Vallarta Resort & Spa	N/A
	JAMAICA			
July 10, 2020	OPEN	Grand Palladium Lady Hamilton Resort & Spa	N/A	
July 10, 2020	OPEN	Grand Palladium Jamaica Resort & Spa	N/A	
DOMINICAN REPUBLIC	DOMINICAN REPUBLIC			
	October 9th, 2020	October 9th, 2020	TRS Turquesa Hotel	N/A
	October 9th, 2020	October 9th, 2020	Grand Palladium Palace Resort & Spa Casino	N/A
	October 9th, 2020	October 9th, 2020	Grand Palladium Bávaro Suites Resort & Spa	N/A
	October 9th, 2020	October 9th, 2020	Grand Palladium Punta Cana	N/A
	October 30, 2020	October 30, 2020	TRS Cap Cana	N/A
BRAZIL	BRAZIL			
	August 6, 2020	August 6, 2020	Grand Palladium Imbassaí Resort & Spa	N/A

Our intention is to open the operations to run as usual and based on the decisions made by the local authorities, please consider that we still may have some changes as government indications are received.



CRS – AVAILABILITY:

All hotels are opened in our Reservations System for arrivals based on the calendar above, to book passengers traveling to any of our destinations arriving July or August, and onward.

We will need your help and support to execute the following action plan.

IMPORTANT: All passengers scheduled to arrive prior to the new re-opening date will be automatically upgraded to the properties re-opened, in a similar room.

❖ **CANCELLATIONS:**

- All cancellation penalties for FIT passengers traveling between now and the new reopening date will be waived.

❖ **NO SHOWS:**

- 1 Night penalty will apply.

❖ **TRAVEL WITH CONFIDENCE -**

- Guest also have the option to change to another Palladium property with the same brand in a different destination with no additional fee or cancellation penalties.
- If guest wishes to change brands between Grand Palladium and TRS Hotels, he/she will be responsible for any price difference.
- **Black-out Dates:** Dec 24th, 2020-January 2nd, 2021 and April 01-04, 2021.

○ **GROUPS' DEPOSITS/PAYMENTS & CANCELLATION POLICIES:**

- Any deposits or payments already received will be applied toward a future date.
- If the group is relocating to another hotel in a different destination, the deposit is transferrable to the new hotel.
- Full balance and final rooming list will be due 30 days prior to group's arrival.

For any additional information about our policies or request, please contact your local BDM or your preferred Tour Operator.

Thank you in advance for your continuous support and understanding.

Sincerely,

PALLADIUM HOTEL GROUP

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