

Hurricane Updates

Wyndham Extra Holidays properties/Hurricane Updates: St. Thomas

Bluebeard's Beach Club	Closed for new bookings thru 2/28/18
Elysian Beach Resort	Closed indefinitely thru 2/28/18
Wyndham Margaritaville St. Thomas	Closed for new bookings thru 2/28/18
Bluebeard's Castle Resort	Closed Indefinitely thru 2018 - new target date tentative for reopening 5/1/18

Wyndham Extra Holidays properties/Hurricane Updates: Puerto Rico

Margaritaville Vacation Club - Wyndham Rio Mar	Closed for new bookings thru 06/01/18
--	---------------------------------------

Important note: Overall, the island's infrastructure has been significantly damaged and will take extended time to restore and repair. Resort closures are likely to be extended as the island might not be in condition to accept tourists for a number of months.

Hotel Updates-As of 7pm-Hurricane Irma & IHG Assist/Group Desk Line.

(Updated)--IHG Travel Advisory Policy from the [IHG consumer site](#), (to share with your clients for individual travelers/Transient): The safety of our guests and employees is our top priority. As Hurricane Irma progresses, IHG hotels along the projected storm path are closed or may reach capacity. We are working diligently to safely accommodate guests who have reservations at impacted hotels. IHG has waived hotel room cancellation fees at IHG hotels in impacted areas where a state of emergency has been declared during the impacted timeframe.

For information regarding reservations and hotel status, please visit www.ihg.com or contact 1-877-424-2449.

For calls from Puerto Rico (Spanish only), guests can call 1-866-621-0183.

IHG Rewards Club members with direct bookings are encouraged to call 1-888-211-9874.

IHG Contact Centers Worldwide <https://www.ihg.com/hotels/us/en/customer-care/worldwide-reservation-offices>

IHG Rewards Club Customer Care for Members <https://www.ihg.com/hotels/us/en/customer-care/contact-us>

Booking Group Business (for your accounts/clients): Follow the current Process: (see attached IHG Assist/Group Desk).

- (1) During Office Hours: You must use your Sales Associates for booking rooms to work with clients, as your normal business process.
- (2) After Business Hours & Weekends: Clients can contact the IHG Assist/Group & Meetings Desk.

The Groups & Meetings Desk team is prepared to assist any requests from your clients after hours & the weekend.

IHG Assist/Group Desk for Crisis Mgmt Line: The IHG Assist Groups & Meetings Service Center is there to assist your clients/key accounts after business hours or on the weekend & can be reached using the following contact info:

Ph: [1-425-582-4710](tel:1-425-582-4710) (Americas) or email: 1800meeting@ihg.com, NOTE: In the Subject Line, please enter: **IHG Assist**. Feel free to send the attached IHG Assist PDF document to your client.

Choice Hotels Disaster Relief Program

Due to the emergency conditions in Florida, Texas & Louisiana, we understand that you may have immediate lodging needs in that area. Through the **Choice Hotels Disaster Relief Program**, we're committed to providing you with current information during this catastrophe so that, together, we can provide your travelers or other employees affected or displaced by the storm with safe and secure lodging options.

Click the link below to download a list of hotels that are currently available in the area.* You may reach out to each property directly to secure any required rooms, or contact the Choice Hotels Disaster Relief team at DisasterRelief@choicehotels.com or 877-878-7063.

[Florida](#)

[Texas & Louisiana](#)

Hilton & Hurricane Harvey

As we continue to monitor the impact of Hurricane Harvey in Texas and the surrounding areas, our thoughts are with those who have been and continue to be affected by this devastating storm.

Hilton has more than 110 properties in Harvey's path, and all but one remain open and operational at this time. Our immediate priority is to assist our guests, Team Members, and first responders, as their safety and security are of paramount importance. As Hurricane Harvey continues to have a devastating impact

on the people and communities of Texas and the region, I wanted to share how the Hilton family is joining together to help: We have chefs assisting at the Houston Convention Center to prepare food for the victims seeking shelter there, numbering in the thousands. The Houston Police Department has moved their command center to Hilton Americas-Houston, and our Team Members there are providing them with complimentary meals and services to help supplement their rescue efforts. We had Team Members from Hilton Houston Post Oak help a pregnant woman get to the hospital as she was going into labor, driving with her to the hospital. We are moved by the acts of selflessness exhibited by our hotels and Team Members as they go above and beyond to help the communities where they live and work during this challenging time.

TRAVEL AND RELOCATION

We are working behind the scenes with first responders, insurance companies, utility crews, the Red Cross and FEMA to serve any impacted communities. The Governor of Texas, Greg Abbott, has [suspended the State Hotel and Motel Occupancy Tax](#) for 30 counties likely to be affected by Hurricane Harvey. This suspension took effect August 23 and is scheduled to remain in place for 14 days - through September 6, 2017.

Cancellation fees will be waived for travelers heading to or within the affected areas. If you have upcoming reservations, please let me know, and I can help with relocation options. You may also contact 1-800-HILTONS for the most up-to-date information.

COMMUNITY OUTREACH

We are donating \$500,000 through the American Red Cross Hurricane Harvey Relief Fund and our own Hilton Responds Fund. The Conrad N. Hilton Foundation has also pledged to commit \$500,000, for a total of \$1 million contributed by our two organizations.

We also want to provide our members with the [opportunity to donate their Hilton Honors points](#) to support the relief efforts through donations to the American Red Cross. Starting today through September 30th, Hilton Honors will match your donations up to \$250,000.

Our thoughts are with our guests, team members, their communities, and everyone impacted by the storm and its aftermath. We thank you, in advance, for your support and generosity.