

## **COVID- 19 UPDATES**

Dear Valued Partner,

We do hope you and your family, friends and colleagues are safe and well during this challenging period which has disrupted travel plans around the globe. We hope that that the recovery period is coming soon.

We continue to closely monitor updates from the Centers for Disease Control and Prevention and the World Health Organization, as well as the situation on the ground in Thailand regarding Coronavirus. We are strictly adhering to guidelines from the local health authorities as the safety and well being of our guests, partners, and associates is of paramount importance.

Please be assured that your business is of the utmost importance to us as we navigate this unprecedented situation. We have put the following measures in place to allow total flexibility and to ease any additional stress during this difficult time.

### **Booking Amendments**

Any existing bookings can be amended from the original booking date until 30 June 2021, without penalty, subject to availability. Please note we have an existing blackout period from 1-7 October 2020. For any bookings over peak periods for which there is availability, for example Christmas and New Year, applicable rates would apply for which the difference can be added.

### **Cancellations**

For cancellation of any existing pre-paid bookings, we are happy to provide a full refund if the cancellation is made prior to 31 August 2020.

For any cancellations for which payment is yet to be received for stays before 20 December 2020, we are happy to change or cancel reservations free of charge.

We look forward to welcoming you back once the skies and borders are reopened. Take care and stay safe. With very best regards from the team at El Barrio Lanna Hotel.

Piyaporn Chamchuey

General Manager