



Statement from Zannier Hotels: COVID-19

Update: 18th March 2020

The health and wellbeing of our guests, team members and visitors to our properties is of utmost importance to us at Zannier Hotels.

We are actively monitoring the novel coronavirus updates from the World Health Organization and local authorities and will continue to respond based on official advice by governments and public health authorities.

In light of recent developments, we hereby issue the updated policy for cancellations, modifications and new bookings at our hotels as follows:

General notes:

- 1) The following policies are not applicable for group bookings. Group customers with current reservations are encouraged to contact the respective properties directly.
- 2) Guests who booked via online travel agents or other third parties are advised to contact their booking provider for information on their policies and for assistance.
- 3) The following policies are in place until 31st March 2020. On this day they will be reviewed and revised as necessary.
- 4) We are extending special exceptions for all *Advance Purchase Rate* non-refundable reservations made directly to our hotels on or before 8th March 2020 for travel through 30 June 2020. Full refunds are granted for cancellations received up to 48 hours before arrival date. Thereafter, 50% cancellation charge may be retained.
- 5) For all future bookings for stays until 20th December 2020 flexible conditions apply and *Advanced Purchase Rates* are removed.
- 6) In the event of border closure in any of the countries where our hotels are located, all reservations can be modified to a future date within 13 months or payments are fully refunded.
- 7) Full modification and cancellation waivers are in place for the following regions:
 - a. For guests travelling to, through or from China with stays from 23 January – 30 April 2020
 - b. For guests travelling to, through or from Italy with stays from 24 February – 30 April 2020
 - c. For guests travelling to, through or from South Korea with stays from 24 February – 30 April 2020
 - d. For guests travelling to, through or from Saudi Arabia with stays from 27 February – 30 April 2020
 - e. For guests travelling to, through or from Israel with stays from 10 March – 30 April 2020
 - f. For guests travelling between the United States and the following European countries from 13 March – 30 April 2020: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

Zannier Hotels Le Chalet Zannier, Megève, France

- **Season closure** on 15 March 2020
- **Existing** bookings from 15 March – 5 April 2020:
 - Free date change to 2020-21 season. For changes from normal to high/peak season 2020-21, rate supplements as per published rates apply
 - Optional: Full refund
- **New bookings** for 2020-21 season: standard booking & payment conditions apply
- **Contact:** +33 (0) 450 21 01 01 or reservation@lechaletzannier.com

Zannier Hotels Phum Baitang, Siem Reap, Cambodia

- **Existing bookings** with arrival date prior to 1 June 2020:
 - Free date change within 13 months from original date of travel without rate changes, except for re-bookings to peak season 20 Dec 2020 – 7 Jan 2021, for which the supplement to the applicable peak season rate applies.
- **New bookings** received from 16 March 2020 for travel 16 March – 20 December 2020 at flexible cancellation policy, full payment to be received 7 days prior to arrival
- **Contact:** +855 (0) 63 961 111 or reservations@phumbaitang.com

Zannier Hotels 1898 The Post, Ghent, Belgium

- Temporary **Hotel closure** from 16 March – 3 April midday. The Cobbler will re-open on 4 April 7am
- **Existing bookings** with arrival date prior to 1 June 2020:
 - Free date change within 6 months from original date of travel. For bookings made on flexible conditions, the rate will be maintained. For bookings made on Advanced Purchase Rate or Early Bird, the daily flexible rate will apply.
- **Existing** bookings with arrival date **on or after** 1 June 2020:
 - Standard cancellation policy applies
- **New bookings** received from 16 March 2020 for travel 3 April – 20 December 2020 at flexible conditions.
- **Contact:** +32 (0) 9 277 09 60 or reservations@1898thepost.com

Zannier Hotels Omaanda and Sonop, Namibia

- **Existing** bookings with arrival date **prior** to 1 June 2020:
 - Free date change within 13 months from original date of travel without rate changes, except for re-bookings to the festive season period from 23 Dec 2020 – 3 Jan 2021, for which the supplement to the applicable high season rate applies.
 - For cancellations received until 31 March 2020 for stays 13 March – 31 October 2020, deposits paid will be refunded
- **Existing** bookings with arrival date **on or after** 1 June 2020:
 - Standard cancellation policy applies
- **New bookings** received from 16 March 2020 for travel 16 March – 20 December 2020 at flexible conditions. No deposits are required to confirm. 100% payment due 15 days prior to arrival.
- **Contact Omaanda:** +264 81 127 2425 or reservations@omaanda.com
- **Contact Sonop:** +264 81 125 4933 or reservations@sonop.com

Zannier Hotels Bãi San Hô, Phu Yen, Vietnam

- **New bookings** received from 16 March 2020 for travel 1 August – 20 December 2020 at flexible cancellation policy, full payment to be received 14 days prior to arrival
- **Contact:** +84 (0) 39 691 15 51 or reservations@baisanho.com