



## **Statement from Zannier Hotels: COVID-19**

**Update: 27<sup>th</sup> May 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 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 further notice.
- 4) We are extending special exceptions for all *Advance Purchase Rate* non-refundable **existing reservations** made directly to our hotels on or before 8<sup>th</sup> March 2020 for travel **through 30<sup>th</sup> 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 23<sup>rd</sup> December 2021 flexible conditions apply and *Advanced Purchase Rates* are removed.
- 6) **SPECIAL COVID-19 POLICY:** For **new bookings** received from 25<sup>th</sup> May 2020 for stays **25<sup>th</sup> May 2020 – 23<sup>rd</sup> December 2021** (last departure), excluding the respective 2020-21 festive season at each hotel, bookings may be cancelled free of charge up to 48 hrs prior to arrival if the reason for cancellation is COVID-19 related, such as
  - Guests suspected or confirmed to carry the virus
  - Guests being denied to board the plane
  - Border closures: in the destination where the Zannier Hotel is located, in its neighbouring countries for tour bookings or in the guests' country of origin/residence
  - Quarantine advice
  - New lockdown

The policy is only valid if the ability to travel is beyond the control of the guest. The guest(s) in question are required to provide reasonable documentation confirming their inability to travel was due to COVID-19 related matters. The final decision to waive the cancellation charges lies entirely with Zannier Hotels at all times.

For guests wishing to **postpone** their stay for above reasons, they can do so within 13 months from the original arrival date at same rates, except the respective festive seasons at each hotel.

### Zannier Hotels Le Chalet Zannier, Megève, France

- **New Season Opening: 17<sup>th</sup> December 2020 – 6 April 2021**
- **New bookings** for 2020-21 season: standard booking & payment conditions apply
- For **cancellations or modifications of new bookings from 25<sup>th</sup> May 2020 for COVID-19** related matters, our special policy as in point 6) on page 1 applies
- **Contact:** +33 (0) 450 21 01 01 or reservation@lechaletzannier.com

### Zannier Hotels Phum Baitang, Siem Reap, Cambodia

- The resort is temporarily closed until **1 August 2020**
- **Existing bookings** with arrival date prior to **1 September 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.
  - For clients wishing to cancel instead of postpone, any deposits received will be fully refunded. Cancellations must be received latest 48 hrs prior to arrival, thereafter payments may be retained.
- **Existing bookings** with arrival **date on or after 1 September 2020:**
  - Standard cancellation and payment policy applies
- **New bookings** received from 25<sup>th</sup> May 2020 for travel 25<sup>th</sup> May 2020 – 23<sup>rd</sup> December 2021 at standard cancellation and payment policy, full payment to be received 7 days prior to arrival or as per countersigned agreement
- For **cancellations or modifications of new bookings received from 25<sup>th</sup> May 2020 for COVID-19** related matters, our special policy as in point 6) on page 1 applies
- **Contact:** +855 (0) 63 961 111 or reservations@phumbaitang.com

### Zannier Hotels 1898 The Post, Ghent, Belgium

- The hotel is temporarily closed until **1 July 2020**
- **Existing bookings** with arrival date **on or after 1 July 2020:**
  - Standard cancellation policy applies
- **New bookings** received from 25<sup>th</sup> May 2020 for travel 1<sup>st</sup> July 2020 – 20 December 2021 at standard cancellation and payment policy For **cancellations or modifications of new bookings received from 25<sup>th</sup> May 2020 for COVID-19** related matters, our special policy as in point 6) on page 1 applies
- **Contact:** +32 (0) 9 277 09 60 or reservations@1898thepost.com

### Zannier Hotels Omaanda and Sonop, Namibia

- The lodges are temporarily closed until **1 June 2020**
- **Existing bookings** with arrival date **on or prior to 1 September 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 clients wishing to cancel instead of postpone, deposits received will be fully refunded.
- **Existing bookings** with arrival date between 1 September 2020 – 31<sup>st</sup> December 2020: Free cancellation until 15 days prior to arrival.
- **Existing bookings** with arrival date from 1 January 2021 onwards: Free cancellation until 90 days prior to arrival.
- For **cancellations of any existing booking:** Cancellation must be received latest **48 hrs prior to arrival**, thereafter payments may be retained.
- **New bookings** received from 25<sup>th</sup> May 2020 for travel **1<sup>st</sup> June 2020 – 31<sup>st</sup> December 2020:** Full prepayment 15 days prior to arrival with proof of payment received to avoid automatic cancellation. 100% cancellation charge within 15 days prior to arrival, except for COVID-related reasons (see point 6 on page 1)
- **New bookings** received from 25<sup>th</sup> May 2020 for travel **1<sup>st</sup> January 2021 onwards** (until further notice): Full prepayment 90 days prior to arrival with proof of payment received to avoid automatic cancellation. Cancellation up to 90 days prior to arrival free of charge, 89-60 days 30% charge, 59-31 days 50% charge, 30 days-same day cancellation or no-show 100% charge - except for COVID-related reasons (see point 6 on page 1)
- For **cancellations or modifications of new bookings from 25<sup>th</sup> May 2020 for COVID-19** related matters, our special policy as in point 6) on page 1 applies
- **Contact Omaanda:** reservations@omaanda.com **Contact Sonop:** reservations@sonop.com **Both lodges:** +264 81 127 2425

### Zannier Hotels Băi San Hô, Phu Yen, Vietnam

- **Opening date:** 1<sup>st</sup> December 2020
- **All existing or new bookings for stays** 1<sup>st</sup> December 2020 – 31<sup>st</sup> October 2021 at flexible cancellation policy, full payment to be received 14 days prior to arrival or as per countersigned agreement
- For **cancellations or modifications of new bookings received from 25<sup>th</sup> May 2020 for COVID-19** related matters, our special policy as in point 6) on page 1 applies
- **Contact:** +84 (0) 39 691 15 51 or reservations@baisanho.com