



## **A WORD FROM COBBLESTONE HOTELS REGARDING CORONAVIRUS (COVID-19)**

Dear Valued Guest,

In these times of unpredictability and apprehension, we want to let you know that the safety and health of our guests and employees are a top priority.

We understand that with the rapidly changing updates on travel restrictions, cancellations, advisories, and postponed public events, everyone has a different perspective when it comes to doing what is best for their personal safety.

We personally urge smart, responsible, and safe travel. That's why we are taking the following precautionary measures:

### **EDUCATION REGARDING COVID-19**

We have distributed the following to all our franchisees and employees:

- ✓ Educational materials regarding details of the virus
- ✓ Instructions on personal awareness and how to prevent further spread
- ✓ Recommended guidelines from the CDC

### **ENHANCED CLEANING AND SANITATION PROCEDURES**

We have advised all our franchisees and employees to follow the highest cleaning standards possible and routinely disinfect hard surfaces, high traffic areas, public spaces, and guestrooms.

We have also partnered with globally renowned commercial hygiene supplier, Ecolab, for guidelines on risk assessment, prevention, and sanitation.

### **CANCELLATION POLICY**

Guests who book with us directly can have peace of mind by canceling a reservation within 24 hours of intended arrival if they should choose not to travel for personal safety.

*\*Guests who booked through an online travel agent or other third parties will need to contact their booking provider directly for information on cancellation policies. \**

In addition to the safety measures we are taking, we also suggest you keep yourself informed on this developing situation and follow any recommended guidelines offered by the Centers for Disease Control and Prevention (CDC.Gov) and the World Health Organization (who.int).

If you are planning on staying at one of our franchisees' hotels and are coming from an area that has been directly affected by COVID-19 and you are showing symptoms similar to those associated with the virus (for example: fever, cough, breathlessness), we please politely ask that you reconsider your stay and instead contact immediately your local health authority or doctor for further advice and instruction. Please then contact us or the third-party that you booked your reservation through regarding your booking.

We appreciate your loyalty and hope to have the opportunity of serving you soon.

Sincerely,  
Cobblestone Hotels