



WE ARE HERE FOR YOU.

We are closely monitoring global developments regarding COVID-19 and are fully focused on the health and wellbeing of our current and future guests as our absolute highest priority. Karisma Hotels & Resorts are going above and beyond to exceed preventive measures and enforce strict sanitation protocols. This includes disinfecting all surfaces, furniture and door handles throughout the property, including public spaces and in rooms, hourly throughout the day. In addition to abiding by all local and national regulations, the resorts have a dedicated Quality Manager employed on-properties who works in conjunction with Cristal International Standards, a world-renowned company dedicated to not only maintaining but exceeding standards.

Karisma Hotels & Resorts are also verified by Check Safety First, a global organization that implements risk management systems and software in hotels to keep guests safe. Properties on this list are compliant with stringent standards and have demonstrated the highest levels of hygiene and cleanliness, which are monitored by a professional auditor on a constant basis.

Because we understand the significance of the circumstances we are facing as a united industry, we have amended our cancellation policy for FIT and group bookings through preferred Tour Operator partners. We understand the importance of flexibility at this unprecedented time and want to assure you that we are here to work with you and our mutual clients. You can reach out to anyone from our team for assistance, at any time.

AMENDED CANCELLATION POLICIES FIT & GROUP BOOKINGS VIA TOUR OPERATORS – US & CANADA

Individual Room Reservations:

For existing reservations:

- Clients may change the travel dates of their current reservation for a future travel date between now and December 22, 2021 (travel completed by this date), without penalty.
- When rescheduling travel dates:
 - o Prevailing rates will apply.
 - o New travel dates are subject to availability and black-out dates may apply.
 - o Clients have the option to switch to another Karisma property with the same brand.

For new reservations booked March 9 - April 30, 2020, traveling anytime in 2020-2021:

- Clients may change travel dates or cancel, without penalty, up to 24-hours prior to arrival.
- When rescheduling travel dates:
 - o Prevailing rates will apply.
 - o New travel dates are subject to availability and black-out dates may apply.
 - o Clients have the option to switch to another Karisma property with the same brand.

GROUPS

For existing/confirmed groups:

- Clients may change the travel dates of their current group reservation for a future travel date between now and December 22, 2021 (travel completed by this date), without penalty.
- When rescheduling travel dates:
 - o Prevailing rates will apply.

- o New travel dates are subject to availability and black-out dates may apply.
 - o Clients have the option to switch to another Karisma property with the same brand.
- For reservations (individual room reservations) that opt to cancel from the group and are under penalty:
 - o Clients may change the travel dates of their current reservation for a future travel date between now and December 22, 2021 (travel completed by this date), without penalty.
- When rescheduling travel dates:
 - o Prevailing rates will apply.
 - o New travel dates are subject to availability and black-out dates may apply.
 - o Clients have the option to switch to another Karisma property with the same brand.
- Any other scenarios not outlined above will be handled on a case-by-case basis via our Group Department/CCI.

For new groups booked March 9 - April 30, 2020, traveling anytime in 2020-2021:

- The cancellation policy (only) will be amended as follows. All other group contract terms & conditions will remain in effect.

TRAVELING TO A KARISMA HOTELS & RESORTS PROPERTY

We are closely monitoring the global developments regarding COVID-19 and we take these matters seriously. It is important to note that there is minimal impact of confirmed cases in the destination where Karisma's award-winning resorts are located.

Below you can read more about the international certification and safety standards that the organization adheres to.

Thank you for your continued support and loyalty. We believe in people's inherent desire to connect, discover and create unforgettable memories through travel, and we are devoted to maintaining the highest standards of hospitality to ensure this remains a possibility. It is a difficult period, but we look forward to continuing our partnership and welcoming your guests to Karisma Hotels & Resorts in the near future.

Sincerely,

Marilyn Cairo

AVP of Sales, North America