



Given evolving circumstances surrounding the coronavirus (COVID-19), I wanted to reach out with an update regarding impacts to IHG® hotels and offer any support I can during this time.

Following restrictions on travel in certain impacted regions and to support the health and wellbeing of our guests and colleagues, some IHG hotels are temporarily suspending operations.

The closure period for each hotel will differ by location and is determined by the requirements of each market. Travelers with reservations at any of these hotels during the closure window will be contacted directly. Organizations with confirmed group bookings will be contacted directly as well, and alternate arrangements will be determined. We are managing this on an ongoing basis, and I will continue to provide updates as the situation evolves.

To review our flexible cancellation policy and other actions, IHG is taking in response to the coronavirus outbreak, please visit our website for more information on our [latest cancellation policy](#) and additional updates going forward.

Please note that due to the volume of calls to our Global Reservations & Customer Care teams, we are unfortunately experiencing extended hold times. To help support all our guests in a timely manner we ask that you, or your travelers:

- Make, modify or cancel a reservation online at [Manage Your Stay](#) or on the IHG app.
- Call the team only if your travel is within the next 72 hours and you are not able to modify or cancel your reservation online or via the IHG app.
- For bookings made through a travel agent or online booking platform (e.g. Booking.com, Expedia), please contact them directly.

Our top priority is the health, safety and wellbeing of our guests, colleagues and business partners. We're working closely with our hotel teams, local authorities and governments to provide our full support. Please don't hesitate to reach out to me directly with questions and concerns.

As always, thank you for trusting us as your hotel partner.