



OUR COMMITMENT TO YOU

Dear Members,

Thank you for your continued loyalty and trust in Radisson Hotels in these uncertain times. Our commitment and responsibility towards you have never been stronger as we face the COVID-19 pandemic.

We are continuously monitoring the ever-changing circumstances surrounding the coronavirus and are going above and beyond to keep you, our guests, employees, hotels and offices safe.

Our Commitment to you, our loyal Members

As COVID-19 affects travel plans around the world, we believe our members deserve to use the points that they have acquired and should not be penalized due to circumstances out of their control. As a result, Radisson Hotels is extending its points expiration policy by 6 months (effective March 1, 2020).

Our Action Plan

Since the outbreak of the pandemic, we have activated our corporate crisis response teams worldwide and have strong processes, robust systems, and dedicated support teams in place.

All our hotels have been fully briefed on essential preparatory and prevention measures. These range from hygiene measures including increased cleaning and sanitizing frequency to guidelines on how to handle suspected or confirmed cases

of COVID-19 and, if required, hotel lock downs for quarantine purposes in cooperation with the local authorities.

We are following the recommendations of the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC) and all relevant authorities for country-specific requirements to ensure the actions we take are comprehensive and suitable.

Your safety as well as the safety of our team members are our highest priority. Our actions demonstrate a firm commitment to deploying appropriate resources to help maintain a healthy environment for our customers and team members.

Our Cancellation Policy


We are constantly updating our global cancellation policy to reflect the latest developments related to COVID-19 and to offer our guests as much flexibility and planning comfort as possible. As the situation will evolve over the coming days, please check our website at <https://www.radissonhotels.com/en-us/covid-19> for the latest information.

At the moment, our policy for individual guests allows free modification and free cancellation of all existing and new reservations in all Radisson Hotels worldwide for stays until 30th April 2020. For group reservations, we offer free cancellation for China, South Korea, Japan, Iran, Italy, Belgium, Spain, France and US inbound and outbound travel until 30th April 2020. We also grant free cancellation of bookings impacted by government restrictions.

Please be assured that all our teams are doing their utmost to provide you with the highest levels of service and a safe environment before, during and after your stays with us.

Thank you again for your ongoing trust in Radisson Hotels – in good times, and even more so in these challenging times.

Sincerely,



Federico J. González

CEO, Radisson Hospitality AB

Chairman, Global Steering Committee, Radisson Hotel Group



