

COVID-19: WebBeds Global Update & Cancellations Policy

27 March, 2020

Dear partner,

We are closely monitoring guidance from the World Health Organization (WHO), the CDC (Centres for Disease Control), as well as national and local authorities to help shape our policies and guidance to respond to the COVID-19 situation.

In the interests of our travellers and partners, cancellation charges will be waived for cancellation of any booking due to arrive between now and 15 April 2020 (subject to amendments, extensions depending on global advice), excluding non-refundable bookings at XO Hotels. This policy will apply to all FIT bookings globally.

It should be noted that cancellations must be done within a reasonable time prior to the arrival date, otherwise we may not be able to ensure this. However please rest assured we will do our best to support you for all bookings, including those where travellers are in-house and need to return home early.

- Unless advised otherwise, bookings should be cancelled via the booking platform and method in which they were made (e.g. our brand websites, or client XML API as appropriate).
- This applies to eligible bookings made with any WebBeds trading brand for the above period.
- If you or your clients have cancelled directly with the travel supplier, please inform your local Customer Service team, and provide them with the cancellation number received from the supplier.
- Please try not to contact our Customer Service to ask if a charge has been waived under this policy, to allow them to focus on urgent customer issues around the world. We will work through the waiving of any charges that appear in the bookings.

We will continue to monitor the situation globally. Our top priority remains the health and safety of all WebBeds employees, partners, suppliers and customers.

If you have any questions relating to this, please do not hesitate to contact your WebBeds point of contact.

Kind regards,

The WebBeds Team