

Greetings from Rajhans Group of Hotels!

19<sup>th</sup> March, 2020

At the Rajhans group of hotels, your health and safety have always been our priority. In light of the emerging COVID-19 situation, we at the Rajhans Hotels are monitoring the Coronavirus (COVID-19) outbreak closely, collecting all the relevant information from government and medical authorities, adhering to protocols from subject matter experts and are in continuous touch with our guests. We have always taken pride in serving our guests with utmost care and sincerity.

In this challenging time, here are a few important steps that we have taken to assure your safety and avoid hindrance to your travel plans:

1. Health, Safety and Knowledge: We are constantly updating and following a rigorous cleaning and hygiene protocol. Our associates have been receiving enhanced training on health & safety measures relevant to the current situation.

2. Hospitality team in form of dedicated cross-functional team has been formed to support the hotels and coordinate with relevant local and regional authorities in case of an emergency.

3. Hygiene, Cleaning Processes, and Protocols: All the Rajhans Group of Hotels, we are adhering to special sanitizing and disinfecting protocols with particular attention being paid to high-touch items, surfaces, and fixtures, with increased frequency and intensity of cleaning public areas and back of the house areas.

At the Rajhans group of Hotels, we are working round-the-clock to support you; but would also advise that you stay updated with the latest information from the relevant authorities for safe travel. [The World Health Organization](#) is providing extensive and authoritative information on protection and safety protocols pertaining to COVID-19.

Flexibility in your travel- We understand that in the current scenario, travel plans could be subject to change at the last minute and in recognition of this, we have modified our cancellation policies as below:

- For guests with existing reservations - For any change in the future arrival date, including reservations with pre-paid rates, are allowed to change or cancel their stay without a charge up to 24 hours prior to arrival, as long as the change or cancellation is made by 30th April 2020. Please note that any changes to existing reservations will be subject to availability and rate differences on the new arrival dates

- Guests who booked via online travel agents or other third-party travel professionals are advised to contact their booking provider for information on their policies

For any assistance, please call our toll-free number: XXXXXXXX or email at [info@rajhanshotel.com](mailto:info@rajhanshotel.com)

Please Note:

- For changes in Group Bookings, we will interact closely with our guests, to manage the changes on a case by case basis. Our hotels are actively cooperating with the guests to address the needs of each group, including moving events to a later date.
- For individual reservations booked into a pre-existing group block, please refer to cancellation terms quoted at the time of reservation.

Stay alert, cautious, safe and healthy and we look forward to welcoming you back soon!

Thanking you,

With Warm Regards,

General Manager

Rajhans Group of Hotels Ltd.

