Travel Information: COVID-19 Update

We are closely monitoring the Centers for Disease Control and Prevention and World Health Organization’s statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments.

The wellbeing of our guests and associates is of paramount importance.

Our Cancellation Policy:

In response to changing marketplace conditions, Ola Hotels is committed to ensuring our customers experience flexibility during these challenging times.

For all our hotels, we are implementing the following policies:

- For guests with existing reservations for any future arrival date, including reservations with pre-paid rates that are typically more restrictive, we will allow full changes without a charge up to 24 hours prior to arrival,* as long as the change or cancellation is made by July 15, 2020. Please note that any changes to existing reservations will be subject to availability and any rate differences.
- For guests making new reservations for any future arrival date, including reservations with pre-paid rates, between today and July 15, 2020, we will allow the reservation to be changed at no charge up to 24 hours before your scheduled arrival date.* Please note that changes to the reservation will be subject to availability and any rate differences.

Please note that this policy does not apply to travel associated with a Group booking. For guests with Group reservations (e.g., for meetings, events or conferences), please review the booking rate rules and contact the group organizer for more information.

*Important Information:

- Some exclusions may apply. May exclude periods with special event restrictions or peak demand weeks. Please refer to the property’s Rate Details for applicable terms or exceptions, if any, when booking or changing reservations.
For group organizer questions on terms and conditions of group contracts, please contact the hotel.

Guarantee of Hygiene and Sustainability

Our main commitment is to guarantee the maximum hygiene in our hotels, without neglecting sustainability. For this purpose, we will reinforce our hygiene measures in the following 4 spaces:

1. Bedrooms
2. Common areas and pool
3. Restaurant and cafeteria
4. Internal areas

1. Bedrooms

- The keys to access the rooms will be previously disinfected.
- Lingerie (towels and bedding) meet all the hygiene guarantees. We also have the hygiene certificate of Polaried Laundry.
- All the elements in the room are sanitized with the most effective disinfection products.
- Hygiene products (amenities) are disposable and non-reusable.
- The remote control for the TV and the amenities are packed in biodegradable single use bags.

2. Common Areas and Pool

- We have reinforced and extended the frequency of cleaning and disinfection in common areas (lobby, reception, bathrooms, etc.).
- We have installed hydroalcoholic gel dispensers in all common areas of the hotel (reception, restaurant, cafeteria, gym, etc.).
- Temperature measurement. We have laser thermometers to take the temperature to all guests at their request.
- The sunbeds and the rest of the pool furniture are thoroughly disinfected every day. We guarantee the safety distance between sunbeds.
- For security, protection and control of access, the animation of the hotel has been canceled.

3. Restaurants and Cafeterias

- All furniture and decorative elements of our restaurant and cafeteria are totally disinfected after each service.
• Our staff, with direct customer service, always work with gloves, mask and face shield.
• Menus will be available in formats that guarantee the maximum hygiene to our customers.
• The dishes are disinfected, in a dishwasher, with highly viricidal products at more than 80 degrees.
• Before entering the room, all our guests must disinfect their hands with the hydroalcoholic gel located at the entrance.
• Our breakfast will be offered in formats that guarantee the best quality and the maximum hygiene to our guests. Our philosophy is focused on promoting Km0 products.

4. Internal Areas

• All our employees perfectly know all the hygiene and safety regulations necessary to guarantee, not only the protection of our guest but also the protection of those who are part of the Ola Hotels team.
• Our teams have operational improvement protocols that allow them to be permanently informed.
• All our employees will be protected with the corresponding PPE (Personal Protection Equipment).
• We have placed hydroalcoholic gel dispensers in all the internal areas of the hotels.

In addition, OlaHotels has created an Olahotels Global Cleanliness Council to focus on developing the next level of global cleanliness standards, hospitality norms and behaviors. The Council includes both in-house and outside experts in housekeeping, food safety, associate wellbeing, infectious disease, sanitation and protective technology.

The Management