

Salil Hospitality Statement on the COVID-19 Outbreak

The safety and wellbeing of our guests and team members remains our highest priority. At Salil Hospitality, we are closely monitoring the situation of the COVID-19 outbreak and following the recommendation of international and local disease prevention organizations pertaining to travelers' health. We would also like to update you on the actions we have taken in response to the outbreak:

Cancellation policy & booking flexibility

We know that flexibility is what our guests are looking for right now. Given the exceptional circumstances we currently face, we are temporarily adjusting our policies to allow for flexibility which will help you make right decisions regarding travel at this time.

For reservations made prior to 16 March 2020, guests can cancel existing reservations and book at a later date. Guests who have made reservations with prepayment have the options of requesting a refund or retaining the value of the reservation as a deposit, where new reservation dates must be before 31 October 2020. Please note that a room rate difference may be applied for the new dates.

For guests who have booked via online travel agents or other third-party travel professionals, please contact your booking provider for information on their policies as well as to arrange the amendments.

Your stay with us

We take pride in maintaining the highest standards of cleanliness and hygiene at our properties. In response to COVID-19, we have taken additional measures to make our cleaning and hygiene procedures even more rigorous:

- Hand sanitizer for guests provided at the hotel lobby and in public areas communicated through posters and other prominent communication channels;
- Routine temperature check of all guests upon check-in;
- Increased frequency of cleaning and sanitizing public areas (including lobbies, elevators, public restrooms, door handles, light switches, etc.);
- Daily temperature check of all hotel team members upon entering the hotel.

At Salil Hospitality, we believe that during challenging times like these, the power of hospitality is needed most of all and it is what brings us all together. We will keep you updated through this dynamic situation.

Whether you are planning to travel now or in the future, our team members are ready to welcome you with excellent service and attention to detail guests have come to expect at our Salil properties.