



## Temporary Closure

The safety and wellbeing of our guests and team members is our paramount concern.

In response to COVID-19, The Salil Hotel Sukhumvit 57 - Thonglor has temporarily ceased operations until 31 May 2020. If you have questions regarding an existing reservation, please contact the hotel directly at [info@thesalilhotel.com](mailto:info@thesalilhotel.com).

We apologize if this causes you any inconvenience and sincerely hope that we will have the opportunity of welcoming you to experience the Salil hospitality in the future.

## 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 continue to closely monitor the situation of the COVID-19 outbreak and following the recommendation of international and local disease prevention organizations pertaining to travelers' health. In response to COVID-19, our hotels have temporarily ceased operations and will not be accepting reservations until 31 May 2020.

### **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 20 April 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 March 2021. 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.

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.