

## **COVID-19 Update**

For over 25 years, our actions at Coral Hospitality has been guided by one of our core values; Coral Cares. Over the past several weeks, we have been closely monitoring the developing situation with Coronavirus (COVID-19). This includes information as provided by the Center for Disease Control and Prevention (CDC), the World Health Organization (WHO) and local health agencies. The news has been dominated by rapidly developing information regarding the virus. Our thoughts and prayers are with those that are affected by the virus and all those working on the front lines to contain it and secure a healthy future for all of us.

We know many of our previous guests might not be considering travel at this time, but wanted to reach out and assure you that the safety of our guests, employees and local communities are our top priority. We want to thank you in advance for putting your trust in Coral Hospitality as you make future travel plans. Additionally, we have implemented the following in order to do our part as governmental agencies and health officials work towards a resolution to the virus.

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### **When You Are Ready To Travel**

You can be confident when you book a stay at any of our hotels, that we are doing everything we can to prepare for your arrival. We continue to monitor the situation, not only nationally, but in our local communities and are following the guidance provided by health agencies such as the CDC and WHO. We are reinforcing these agencies' recommendations with our own hotel management teams and staff.

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### **Before We Are Together**

We recognize much has changed in a very short time. As a result, we have updated our reservation policies to be as flexible as possible for our valued guests. Effective immediately, reservations booked prior to March 6, for stays through April 30, 2020 will be allowed to cancel without penalty. For reservations booked from March 6 to June 1, 2020 for travel through August 31, 2020 will be able to cancel without penalty.

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## **When We Are Together**

We have always been committed to utilizing the best practices in maintaining a very high standard of cleanliness and sanitation at our property on a daily basis. As this unique situation develops, we have further stressed the importance of cleaning, sanitation, hand washing and illness awareness. Additionally, we have implemented the following:

- We have communicated and continue to update the property and staff on important information issued by the Center for Disease Control and Prevention, local health departments and other official agencies.
- We have increased the cleaning frequency of our facilities, paying extra special attention to customer touch points and other hard surfaces.
- We are utilizing recommended sanitation products throughout our property.
- We are distributing sanitation and disinfecting products, where available, throughout our properties for guest and employee usage.
- We have implemented guidelines for hand washing and personal contact amongst our employees.
- We have established required self-isolate procedures for any employees who are known to have travelled to any countries under a travel advisory or any cruise travel.
- We have instructed all employees who feel sick to stay home and to contact their local health department and healthcare provider.

If we are alerted to a case of COVID-19 affect our property, we will immediately work with the relevant health authorities to obtain the facts and guidance on next steps to take in regard to our guests, visitors, employees and property.

We understand that these are times of great uncertainty and whether you plan to travel now or in the future, we want you to know that your safety and well-being are our highest priority and we will be delighted to welcome you back.

Chris Schaeffer  
President

