



March 25, 2020

Due to current government regulations and extraordinary low occupancies, many hotels are making a difficult choice to suspend service (close) for a short period of time. Many of these closings are done quickly--with little to no notice and vary on the length of closure.

Due to the hundreds of thousands of hotels in the world and over a million in the U.S. alone, it is not realistic for us to prepare and deliver an accurate list, along with maintaining several thousand of changes a day. These closures are happening by the minute and not all hotels are advising Professional Travel of their closure.

In most cases, affected Professional Travel travelers have already been contacted directly by the hotel or have already cancelled their reservations. If your travelers do plan on taking their trip (at least through May 31, 2020), **we highly encourage travelers to reconfirm their stay by contacting the hotel prior to their arrival date, to ensure the property is open and will remain open for the duration of their stay.** If travelers find a hotel is closed and they are in need of assistance with finding alternate accommodations, please call your designated Professional Travel team for assistance.

Professional Travel/Direct Travel Coronavirus Resource Hub

To ensure you have the right information needed to respond to COVID-19 concerns among your travelers and community, our parent company, Direct Travel, created a web-based resource hub, which can be accessed at the following links:

- US: <https://www.dt.com/coronavirus-resource-hub/>
- Canadian English: <https://www.dt.com/en-ca/coronavirus-resource-hub/>
- Canadian French:
- <https://www.dt.com/fr-ca/centre-de-ressources-sur-le-coronavirus/>

Once in the hub, scroll down to **Travel Waivers/Hotel** to find links to the notices from major hotel chains.

Please be assured that your Professional Travel team will continue to provide ongoing information to assist your travelers and to keep you informed as this situation continues to evolve.