



In A10 Hotels, security has always been our priority. Right now, with the ongoing Pandemic COVID-19 spreading around the world, we are more concerned than ever before of our employees and guest's health and well-being.

It is the responsibility of all of us to prevent the spread and stop de virus COVID-19, and given the recent actions taken by different countries and their governments in response to this global health emergency, as well as recommendations provided by World Health Organization and the protocol given by the local authorities in the countries in which we operate, our Hotels and Resorts will remain closed temporarily.

We want thereby to send out a message of calm to all our guests. We are convinced this situation will come to an end, we are fully committed to putting all our efforts in welcoming you again soon in our accommodations, as soon as the overall situation permits.

For the time being, we do not have a forecast opening date.

From A10 Hotels we want to make our own small contribution, for that purpose, we have reviewed our cancellation policy for all reservations made through our website www.a10hotels.com and or direct with our reservation department, because of this:

- Have you got a reservation made to stay with us from 13/03/2020 to 31/05/2020?
 - If you have a reservation with general conditions and you wish to make any changes (subject to availability or to any differences on rates) or you just want to cancel, you can still do so without any impediment, you are still within the time limit.
 - If you have a NON REFUNDABLE reservation, with arrival date on any date occurring between 13/03/2020 and 31/05/2020, although this policy doesn't accept cancellations please contact us on 0034 971 89 44 50 or if you prefer, send us an email to sales@a10hotels.com. A change on dates can be made and you can enjoy your holidays at another time without any type of penalty. (If you choose to

change your holidays to a period with a higher rate, it will only be necessary to pay difference on price). If you prefer to cancel your reservation free of charge, we will proceed to the reimbursement of the total price paid.

- Have you got a reservation to stay with us from the 01/06/2020?
 - If you have a reservation with general conditions and you wish to make any changes (subject to availability or to any differences on rates) or you just want to cancel, you can still do so without any impediment, you are still within the time limit.
 - If you have a NON REFUNDABLE reservation, doesn't allowed cancelation. According to the evolution of the actual situation, at least 15 days before, we will offer you competitive solutions to modify your travel dates, if a deposit for the actual reservation has been paid, you will be provided with a bonus of the total amount paid to redeem for your next Holidays in the same hotel until 29/10/2021.

We know these are difficult times for everyone, and we hope you can understand the actions undertaken given the circumstances. Our company, is doing everything possible to manage the situation and minimise its impact on our guests and partners. We will follow the situation closely and we shall keep you constantly informed about any other action that should be taken.

We hope that thinks get back to normal pretty soon, so that you can continue enjoying the most unforgettable holidays in our beautiful destinations. Do not hesitate to book your future holidays and to check updates relating to COVID-19 on our website www.a10hotels.com, where you can get advantage of our flexible cancelation policy and payment at the Hotel.

SECURITY MESURES COVID-19

Our guests and workers security remains our higher priority. To beat the Coronavirus, we will take additional health and security measures to help maintain safe our guests and employees. At short notice, we'll communicate the measures and actions that will be taken.

We will continue to secure hygiene and cleaning to be our higher priority throughout our operative.

A10 HOTELS team connects to clients and partners with the mutual desire to have an early recovery, and we can continue working hard to serve you again.

Please, consider that all the information is subject to changes over time and conditioned to any decisions taken by governmental and sanitary authorities.

