

Message from Our CEO.

## ***Our Top Priority: You, Our Guests.***

West Wood Inn has lived by a core value established by our founder, Niren Patel, to “take care of our guests and associates.” This enduring value guides us as we face the difficult challenge of responding to the coronavirus (COVID-19).

Our hearts and thoughts go out to the people who have been affected by this unprecedented event and we appreciate the healthcare workers, local communities, and governments around the world who are on the front line working to contain this coronavirus. Please know that we are vigilantly monitoring the COVID-19 situation around the clock and have precautions in place to ensure a healthy stay at our hotel.

In this climate, we know travel may not be your first thought, but I want you to know the safety of our guests and associates is our top priority. I want to thank you in advance for putting your trust in West Wood Inn as you plan for future travels. Below is an update on what we are doing, keeping your safety top of mind.

### **WHEN YOU BOOK**

You should have confidence when you book a stay at our hotel that we are doing everything we can, to have accommodations ready for you. We are closely monitoring the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), and local health agencies for the latest developments related to COVID-19 and following the guidance of government and public health officials. We are reinforcing these agencies’ recommendations on the appropriate health and safety measures with our own hotel management teams and the hotel operators in our portfolio.

### **BEFORE YOUR STAY**

Given the impact of COVID-19 on how we work, socialize and travel, we have been adapting our cancellation policy to the evolving nature of this epidemic. Today, we are updating our policy to provide our customers the most flexibility we can offer during these challenging times. Generally speaking, for guests with **existing individual reservations**, including reservations with pre-paid rates that are typically more restrictive, we will allow changes or cancellation without a charge up to 24 hours prior to arrival as long as the change or cancellation is made by Sept 30, 2020. For guests making **new individual reservations** between today and Sept 30, 2020, we will allow those reservations to be changed or cancelled at no charge up to 24 hours before a guest’s scheduled arrival date. Please visit our [WEBSITE](#) or the most up-to-date information and for additional details about availability and exclusions.

## **DURING YOUR STAY**

We recognize that the COVID-19 virus has required all of us to be more mindful as we go through our regular activities. Daily, our hotel staff are working to ensure that they meet the latest guidance from the CDC and WHO on hygiene and cleaning. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and cover everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures. Specific steps we are taking as a company can be found on our [WEBSITE](#).

## **FOR OUR WEST WOOD INN MEMBERS**

We are focused on how the coronavirus is impacting our West Wood Inn Members and have made some important updates to our loyalty program to provide greater flexibility when planning future travel. Specifically, we have paused points expiration until December 31, 2020 allowing Members ample time to redeem their points. In addition, we have extended the expiration of night awards (NAs) with an expiration date of March 31, 2021 by one year to March 31, 2022. Lastly, Members who currently have an active Free Night Award (FNA) expiring in 2020 as part of their benefit, annual choice benefit, promotions or travel package will be able to use it through December 31, 2021. We understand that earning status for 2021 may also be on your mind. As the current situation is still evolving, it is too early for us to make any changes. We will keep you updated on all loyalty program changes through our West Wood Inn member benefits.

We recognize that these are unsettling times and whether you are traveling now or in the future, we want you to know that your safety and wellbeing are our first priority.

Whenever you travel, we are waiting with open doors and open hearts to serve you.

**Niren Patel**  
**President and CEO, West Wood Inn.**