

## **Q&A Regarding COVID-19 for OUIDA members**

**Q: In view of the current situation of COVID-19, will I get extension or grace period to maintain my existing OUIDA membership status?**

A: As our valued member, your concerns are always at our top priority. We understand the current travel environment may affect the ability of your counterparts to stay with us, making it difficult for you to achieve our renewal requirements.

In response to the current situation, your existing OUIDA membership status **with expiration from now till 30 June 2021 will be extended through 30 June 2021**. The extension will be effectuated automatically. No actions are required to be taken by members. All OUIDA membership status extension should be completed and reflected in your account **by 30 April 2020**.

As the current situation is still evolving, we will continue to monitor closely and keep you updated on any changes through our member communications. If you have any questions, please do not hesitate to contact our OUIDA Membership Office at [lhi.ouida@langhamhotels.com](mailto:lhi.ouida@langhamhotels.com). We will always remain at your service.

Meanwhile, we wish you to stay safe and healthy.

**Q: In view of the current situation of COVID-19, will I get extension or grace period on my OUIDA points?**

A: As our loyal member, you are at the heart of our programme. We know that your travel plans may be affected in these unprecedented times, and your ability to redeem OUIDA points may also be limited.

In response to the current situation, OUIDA points **with expiration from now till 31 December 2020 will be extended through 31 December 2020**. The extension will be effectuated automatically. No actions are required to be taken by members. All OUIDA points extension should be completed and reflected in your account **by 30 April 2020**.

As the current situation is still evolving, we will continue to monitor closely and keep you updated on any changes through our member communications. If you have any questions, please do not hesitate to contact our OUIDA Membership Office at [lhi.ouida@langhamhotels.com](mailto:lhi.ouida@langhamhotels.com). We will always remain at your service.

Meanwhile, we wish you to stay safe and healthy.

**Q: I have an OUIDA voucher, which will be expired at the end of April 2020. Are you going to extend the expiration date?**

A: We understand the current travel environment may affect your ability to use the OUIDA vouchers. We will remain flexible on the cancellation or extension of OUIDA vouchers with **expiration from now onwards** and respective points adjustment actions will be taken if applicable.

Please reach out to our OUIDA Membership Office at [lhi.ouida@langhamhotels.com](mailto:lhi.ouida@langhamhotels.com) for further assistance.

**Q: When will the extension of OUIDA membership tier and points be reflected in my account?**

A: The extension of OUIDA membership tier and points will be effectuated automatically. No actions are required to be taken by members. All OUIDA membership tier and points extension should be completed and reflected in your account **by 30 April 2020**.

**Q: What should I do if I don't see updated status and points expiry extension reflected in my account?**

A: As our valued member, you are always at our top priority. If you do not see any updates on your status after 30 April 2020, please do not hesitate to contact our OUIDA Membership Office at [lhi.ouida@langhamhotels.com](mailto:lhi.ouida@langhamhotels.com). We will always remain at your service.

**Q: Where can I get the most updated information on hotel travel policy regarding COVID-19?**

A: We are focused on how COVID-19 is affecting our OUIDA members and will continue to update you with the latest information regarding COVID-19 related travel policy.

In the meantime, you may visit our OUIDA website at <https://ouida.langhamhotels.com/>, or reach out to either our hotel teams or OUIDA Membership Office at [lhi.ouida@langhamhotels.com](mailto:lhi.ouida@langhamhotels.com) for more details.

**Q: Can I cancel my reservation and is there any cancellation fee?**

A: We understand that you may be experiencing stress given the rapidly changing information on travel restrictions imposed by countries worldwide. We remain committed to offering you and your team members with travel flexibility and are ready to help you manage your reservations. A full refund with all related fees waived on cancellations will be provided for direct individual bookings for stays up to and including **31 May 2020\***.

For bookings made by a travel agent or an online booking platform, you are advised to contact respective travel agents/booking sites.

For group & catering bookings, these are at the discretion of each hotel and on a case-by-case basis therefore please contact the respective hotel sales representatives for assistance.

*\*For the most updated information, please refer to our [website](#).*

**Q: What should I do if I want to cancel or amend my reservation?**

A: You may manage your reservation online using your reservation confirmation number and email address.

- For reservations made with The Langham Hotels and Resorts, you may click [here](#) to manage it.
- For reservations made with Cordis Hotels and Resorts, you may click [here](#) to manage it.

If you encounter any problems, feel free to approach our hotel teams for assistance.

For bookings made by a travel agent or an online booking platform, you are advised to contact respective travel agents/booking sites.

For group & catering bookings, these are at the discretion of each hotel and on a case-by-case basis therefore please contact the respective hotel sales representatives for assistance.

**Q: In view of the outbreak of COVID-19 worldwide, what are the precautionary measures implemented at your hotels?**

A: Your wellbeing is, and always has been our highest priority. We are upholding the highest standards for hygiene and cleanliness, and have strengthened protective measures which include frequent disinfection of all high-touch areas, requiring guests to complete a declaration form regarding their recent travel details, temperature checks for all colleagues prior to their shift, sterilization of all chinaware, glassware and cutlery using high temperature washing equipment, placing additional hand sanitizers at the restaurants and lounges, and executing additional cleaning protocols in all rooms and suites prior to and after each guest's stay.

Our colleagues – essential to providing excellent care and vital in helping to combat the spread of the virus - are guided by enhanced training sessions on hygiene protocols. On a daily basis, our teams are reminded to observe good hygiene practices to reduce the risk of possible transmission of the virus. These preventive actions include washing hands thoroughly with soap and water or an alcohol-based hand sanitizer, staying home if feeling unwell, and avoiding close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing.

Meanwhile, we wish you to stay safe and healthy. We can't wait to welcome you back when the situation gets better.