



COVID-19 Update

RE-OPENING

July 1st, 2020 - La Sultana Oualidia (Opened),
December 18th, 2020 - La Sultana Marrakech

For now, we would like to update you on the new health and hygiene measures we are implementing as part of our **Travel and Stay Safe Program** for future stays and on the extra flexibility we are offering with all new reservations so that you can book with confidence.

Travel and Stay Safe

The welfare of all our guests and team members is our priority, and La Sultana Hotels are busy implementing new health initiatives for when lockdown is lifted and our doors to discovery reopen.

While our hotels adhere strictly to local government and World Health guidelines, our new **Travel and Stay Safe Program** features heightened cleaning and hygiene measures. These guidelines will be overseen by our Resident Manager at each hotel, with all team members receiving ongoing training to provide up-to-date information.

Elevated hygiene across all hotels includes environmentally approved disinfectants for use against COVID-19 and other bacteria. In addition, building on La Sultana's holistic approach, extra sanitization extends from all guest areas to our supply chain and deliveries, culinary preparation areas, Spa area and housekeeping procedures.

Guest wellbeing throughout the stay is also being enhanced by limited contact, social distancing and private experiences – from airport transfers, check-in procedures, dining, to immunity-boosting cuisine prepared by our Chefs. We are reviewing every touchpoint that our guests have in order to provide the safest experience.

Conditions in Morocco

Travel conditions: Negative PCR test 72 hours before departure (from 11 years old) and a hotel reservation

Airlines: Royal Air Maroc, Transavia, Ryanair, Air Arabia, British Airways

Status: State of emergency of COVID until December 10th 2020

Life style: Marrakech's restaurants are open until 11pm (bars & night clubs are closed) ; movements between cities are restricted

Face mask: It is compulsory to wear a face mask in public

Museums: Majorelle Garden, Yves Saint Laurent, Dar Bacha are open (some museum remained closed)

The information provided above is for general information only. Please check the conditions with us or your travel company closer to your travel date.

Book with confidence

We are offering extra flexibility and support for all new reservations:

- **For all new reservations until December 18th 2020**, we will offer the possibility of changing or cancelling without charge up to 24h before arrival.
- **For all new reservations from December 18th 2020 until February 28th 2021**, we will offer the possibility of changing or cancelling without charge up to 7 days prior to arrival.
- **For all new reservations from February 28th 2021 until end of 2021**, we will offer the possibility of changing or cancelling without charge up to 30 days prior to arrival.

Any cancellation due to Pandemic restrictions (government-imposed restrictions, positive COVID test or flight cancellation), stay can be postponed to new dates with no charge or will be refunded 100%.

Postpone your Stay

Please rest assured that we will seek to be as flexible as possible with our terms and conditions to accommodate your current needs.

For guests with existing “non-refundable” reservations, we will waive any cancellation fees and offer a voucher of the same amount to re-book in 2021 with guaranteed complimentary breakfast, room upgrade and no room rate increase in 2021 for the same season.

Welcome Back Packages

La Sultana Hotels look forward to welcoming you back with our traditional hospitality and personalized service – immersing you in unique cultural experiences and authentic luxury.

I ♥ Morocco Package

- VIP welcome in room
- 15% discount on the room rates
- Upgrade upon availability at Check-in
- One Free extra bed for kids under 12 years old (depending on the room category)
- Complimentary breakfast

Offer valid for La Sultana Marrakech and La Sultana Oualidia until December 18th 2020 and January 4th to February 28th 2021

Christmas & New Year Gift Package

In addition to the [festive program](#) taking place bringing magic in the air, this end of the year is like no other to make you stay unforgettable:

- VIP welcome in room
- Confirmed upgrade to the next category
- Complimentary breakfast
- A signature cocktail of your choice at the O’bar
- A lunch on the rooftop or on the deck with our seasonal menu
- A 50-minute Massage or Hammam offered at the Spa
- 3-night minimum stay

Offer valid for La Sultana Marrakech and La Sultana Oualidia from December 18th 2020 until January 3rd 2021

If you need to make or adjust a reservation, please e-mail our team at reservation@lasultanahotels.com and we will be delighted to assist you.