



COVID-19 Update

Travel and Stay Safe

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 are 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.

Offers & Packages

Prepaid offer:

- VIP welcome in room
- 20% discount on the room rates
- Complimentary breakfast
- Upgrade upon availability at Check-in

*To benefit from this **non-refundable** prepaid package, the payment of the total stay has to be made at the time of the confirmation. Due to the uncertainties related to the pandemic, this booking may be postponed within the upcoming 24 months. This package is valid at La Sultana Marrakech until December 22nd 2021 and at La Sultana Oualidia from September 1st to December 22nd 2021.*

Book with confidence

For all new reservations until the end of 2021 (excluding the prepaid offer), 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), the stay can be postponed to new dates with no charge or will be refunded 100%.

Postpone your Stay

- **For guests with a prepaid non-refundable booking,** no cancellation fees will be applied and will receive a voucher (credit note) of the amount prepaid to be used in the next coming 24 months.
- **For guests with a normal booking and who have faced some travel restrictions related to the pandemic can opt to postpone their stay,** we will waive any cancellation fees and offer a voucher of the same amount prepaid in addition for complimentary breakfast and a guaranteed room upgrade.

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.