



COVID-19 Update

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** 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 as such La Sultana Hotels has implemented a thorough health and safety program.

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.

Book with confidence

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

- **For all new reservations until June 30th 2021**, we will offer the possibility of changing or cancelling without charge up to 7 days prior to arrival.
- **For all new reservations from June 30th 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

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 or 2022 with guaranteed complimentary breakfast, room upgrade and no room rate increase 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 till June 30th 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.