



CARIBBEAN
HOTEL & TOURISM
ASSOCIATION

Caribbean Hotel and Tourism Association

Recommended Interim Cancellation Guidelines

for Hotels During the Covid-19 Pandemic Period

Recognizing public concerns regarding travel during the global health pandemic designated by the World Health Organization, and the need to provide continued assurances to the travelling public that tourism industry stakeholders throughout the Caribbean are committed to the health and safety of its visitors and employees, Caribbean tourism industry stakeholders have put aggressive mitigation measures in place.

Further recognizing that official travel restrictions will prevent travel to and from areas with high incidence of Covid-19 and that senior citizens and individuals who are immune compromised are advised to take special precautions when considering travelling at this time, airlines and a growing number of hotels have adopted interim cancellations policies, and periodic discontinuation of services are in place.

Recognizing that circumstances vary by company and that no single policy would apply to all hotel properties, the Caribbean Hotel and Tourism Association provides recommended minimum guidelines to provide assurances to travelers and prospective travelers during this period of uncertainty. CHTA recommends that elements of a policy consider the following:

- Establishment of an Interim Cancellation Policy to cover travel for a defined period
- Applying a Cancellation Policy to travel from high risk areas/countries (i.e. US CDC Level 3 countries)
- Adopting a Cancellation Policy which covers Covid-19 high risk travelers: senior citizens and immune-compromised individuals
- Advancing a Cancellation Policy which provides flexibility by allowing for postponement of travel to a later date to a period not exceeding the next 12 months

Although it is not mandatory that all hotels in the Caribbean should adopt a Pandemic Cancellation Policy, properties are encouraged to do so. The Cancellation Guidelines are designed to facilitate the health and comfort of travelers as well as to protect the reputation of hotels and destinations in the Caribbean. Travelers are advised to consult with their hotel, airline, travel agency or tour operator on specific policies.