

# The Fives

## HOTELS & RESIDENCES

ATTRITIONS AND CANCELLATION TERMS	
CURRENT POLICY FOR NEW & EXISTING GROUPS	
Day of deposit to 91 days prior arrival	No Penalty
90 - 30 days	25% of rooms may be cancelled without penalty. Rooms in excess of 25% will incur a \$50usd per room penalty
29 - 0 days	Full Penalty. 100% of cost for reductions or cancellations.

ATTRITIONS AND CANCELLATION TERMS	
COVID – 19 ADJUSTMENT FOR <u>EXISTING</u> GROUPS	
Day of deposit to 91 days prior arrival	No penalty
90 - 30 days	<p><b>Option 1.</b> Rebook the group with a maximum reduction of 25% of the room block, to travel until Dec 20th, 2020 at current rate. Please note, full penalty will be applied for cancellations or reductions once the group is rebooked for its new dates.</p> <p><b>Option 2.</b> 25% of rooms may be cancelled without penalty. Rooms in excess of 25% will incur a penalty of 50USD per room. Penalty may be used as future credit for travel until Dec 20th, 2021 at any of The Fives Hotels at the available rate at the time of booking.</p>
29 - 0 days	<p><b>Option 1.</b> Rebook the group to travel until Dec 20th, 2020 at current rate. Full penalty will be applied for cancellations or reductions once the group is rebooked.</p> <p><b>Option 2.</b> No refund. 100% full penalty for any reductions or cancellations. Penalty may be used as future credit for travel until Dec 20th, 2021 at any of The Fives Hotels at the available rate at the time of booking.</p>

ATTRITIONS AND CANCELLATION TERMS	
COVID – 19 ADJUSTMENT FOR <u>NEW</u> GROUPS	
Day of deposit to 91 days prior arrival	No Penalty
90 - 30 days	No Penalty
29 - 0 days	10% of Group May be cancelled without penalty until 7 days before arrival. Remaining 90% at Full Penalty (100% of cost for reductions or cancellations). Penalty may be used as future credit for travel until Dec 20th, 2021 at any of The Fives Hotels at the available rate at the time of booking.

### 2. Individual Policy:

1.- The Current Policy for individual individual reservations per channel and per account according to contract. In the most inflexible case it requires prepayment 5 days before arrival without the possibility of refund for cancellation, and in the most liberal case it allows cancellation on the day of arrival before 6pm without penalty.

2.- The New Temporary Policy will receive the cancellation of all reservations until 6pm on the day of arrival, within the Reservation and Travel Window mentioned at the beginning. This includes reservations at Prepaid or "Non Refundable" rates. For reservations that are charged prior to cancellation, the first option for the client will be to use their balance at a future date in any of our properties. In the event that the client rejects this option, the reimbursement may be carried out under the usual process.