

Travel Information: March 25, 2020

As the COVID-19 situation continues to develop around the world, New World Beijing Hotel remains committed to the safety and well-being of our guests and associates as our utmost priority. We understand that travel plays an important role in our lives and know that the current environment has affected how you make your travel decisions. We would like to personally reassure you that New World Beijing Hotel is operating to the highest degree of health and safety vigilance, working in accordance with advisories and protocols issued by local and international authorities.

New World Beijing Hotel has implemented intensified precautionary measures, following guidelines set by government and the Beijing Municipal Health Commission. These include the following:

- Hourly deep cleaning, disinfection of public areas and common touch points, e.g. lobby areas and elevators during opening hours.
- Provision of surgical masks and hand sanitiser to all guests and associates.
- Mandatory, frequent temperature checks for all guests and associates.
- Health declaration for all contractors and other third parties who visit our property.
- Regular cleaning of air filters and air conditioning systems.
- Briefing all associates on enhanced personal hygiene.
- Temporary closure of some guest facilities.

We have also updated our reservation and cancellation policy to provide you with more flexibility and peace of mind when booking accommodations at our properties globally:

- For reservations booked between March 13, 2020 and April 30, 2020 for stays through September 30, 2020, we have implemented a 24-hour cancellation policy with no fees.*
- For reservations booked prior to March 13, 2020, guests may rebook without a fee for up to 12 months and any deposits will be applied toward future reservations.*

As we closely monitor the global situation we will continue to stay in touch and provide you with updates as they become available. Please contact us for further information or questions at +86 10 5960 8888.

Thank you for your continued loyalty and we look forward to welcoming you to our hotel in the year ahead.

Please note that this page will continue to be updated with the latest information.

*Terms & Conditions

- For individual reservations booked directly with New World Beijing Hotel between March 13, 2020 and April 30, 2020 with stay dates between March 13, 2020 and September 30, 2020:
 - Waived cancellation fee within 24 hours of arrival date.
 - Refundable deposits for cancellations within 24 hours of arrival date.
 - Terms apply to all published rates with the exception of Advance Purchase rates.
- For individual reservations booked directly with New World Beijing Hotel prior to March

13, 2020 with stay dates between March 13, 2020 and September 30, 2020:

- Waived change fee when rebooking within 24 hours of arrival date.
- New dates of stay must be within 12 months of original arrival date.
- Any difference in rates for new dates will apply.
- Any previous deposits made will be applied toward new future reservation.
- Blackout dates apply.
- Reservations are bookable through a travel professional.