

PLAYA HOTELS & RESORTS
COVID-19
RESERVATION and REBOOK POLICY
V28 – December 23, 2021

NEW BOOKINGS (Individuals/FIT) – our current 14-day cancellation policy for February 1, 2022 travel and beyond will revert back to the 24-hour (non-holiday) cancellation policy for any new bookings made from December 24, 2021 onwards for February 1, 2022 through March 31, 2022 travel. Month of January is already under the 24-hour policy. This decision was made due to the current uncertainty in travel with the spike in the Omicron variant of COVID. April 1, 2022 and beyond will remain at 14-days. Please be advised payment policy will remain at 14-days for all.

➤ **For new reservations:**

- **For new reservations** made as of December 24, 2021 (booking date) for January 2, 2022 through March 31, 2022 travel the 24-hour (non-holiday) cancellation policy will be extended where reservations can be changed or cancelled at no charge up to 24-hours prior to arrival. Reservations arriving April 1, 2022 and beyond will remain at 14-day cancellation policy. 14-day payment policy will remain in place for all cancellation policies. Should a guest on the 24-hour policy cancel before the 24-hour period but after they have been charged 14 days prior to arrival, a reversal of charges will occur.
- **Exceptions to the 24-hour policy are:**
 - Christmas/New Year's 2021-2022: (12/25/21-1/1/22) holiday period: reservations may only be changed or cancelled at no charge up to 30-day prior to arrival.
 - President's Week 2022: February 17 – February 21, 2022: 14-day cancellation policy applies, payment policy is at 14 days.
 - Easter 2022: April 7, 2022-April 17, 2022 – 14-day cancellation policy applies, payment policy is at 14 days.
 - **Christmas/New Year's 2022-2023: (12/25/22-1/1/23) holiday period: reservations may only be changed or cancelled at no charge up to 30-day prior to arrival.**
- Early departure & no-show = 100% no refund for unused nights under all policies.

MICE GROUPS

- Playa will extend an additional 20% attrition for groups traveling through April 30, 2022.
- Rebooked group will be subject to availability and rates for new dates through 2023.
- Group payments in house are subject to original contract terms and conditions (deadline dates do not reset if group moves to future dates except those approved on a case-by-case basis).

SOCIAL GROUPS and WEDDINGS

- Playa will extend re-booking options to travel dates through February 28, 2022 at the prevailing rates.
- Additional considerations for Social & Wedding Groups traveling through February 28, 2022
 - Playa extends a relaxed payment policy to allow delay of final group payment until 30 days prior to each group's intended arrival date.
 - For groups up to 39 rooms, Playa will allow up to 50% attrition of initial room block at no charge up to 30 days prior to each group's scheduled arrival date.
- Terms and conditions apply. Social groups are subject to the Social group payment policies and cancellation terms.
- No Show = 100% no refund

