



June 23, 2020

RE: Reopening of Holiday Inn Resort, Montego Bay

To our valued Partners:

As you are aware on Monday June 15, 2020, the Government of Jamaica reopened our air and sea ports to international visitor arrivals.

We have been highly anticipating this moment and have spent this time strengthening our health and safety protocols with our guests in mind. As we resume operations and look forward to the resurgence of travel, the health and wellbeing of our guests, employees and communities must continue to be our highest priority. We will remain vigilant and continue to follow guidance of relevant health authorities, while maintaining enhanced cleaning and disinfection procedures.

We are now pleased to announce that our property will be officially reopened to our guests on July 8, 2020.

We utilize IHG's established Way of Clean program which includes deep cleaning with hospital-grade disinfectants in guest rooms and public spaces.

Guests at our hotel may see colleagues taking a variety of additional steps to protect health and safety such as maintaining social distancing; using personal protective equipment such as masks and gloves; conducting visible and more frequent deep cleaning of high touch surfaces in public areas; or implementing changes to food and beverage service in accordance with current food safety recommendations.

We are also providing visible sanitizer stations in public spaces; verification of sanitization with items marked as cleaned / ready to use (e.g., glassware, remote control); de-cluttering of rooms by removal of in-room collateral or other high touch items. Please see details on these protocols at <https://www.caribbeanhi.com/our-resort/covid19>.

It is also important to point out, that all persons travelling to Jamaica are required to complete a Travel Authorization within 72 hours of their travel date at www.visitjamaica.com/travelauthorization. They will be required to present the authorization certificate to the airline at check in, and to landing agents once you arrive in Jamaica. Kindly ensure our mutual guests are fully aware of these requirements.

We appreciate the understanding of our colleagues and guests during this unprecedented crisis and are excited to welcome them back as we reopen our doors. We are also grateful to local health authorities, medical personnel and frontline responders for their continued efforts to safeguard the health and wellbeing of our community.

We are eager to provide "True Hospitality to everyone" - a promise that guides us every day and is fundamental during times like this.

Sincerely,

Nicola Madden-Greig
Group Director of Marketing & Sales