

# **Travel Information: COVID-19 Update**

We are closely monitoring the Centers for Disease Control and Prevention and World Health Organization's statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments.

The wellbeing of all our managed resort owners, guests, and associates are of paramount importance.

## **Cancellation Policies:**

### **Vacation Rentals:**

Rental reservations may receive a refund of their deposit, based on the resort's cancellation policy. The resort's policy can be found within your reservation confirmation.

Guests who booked via online travel agents or other third-party travel professionals are advised to contact their booking provider for information on their policies.

### **Owners / Club Members:**

Owner reservations will continue to be accommodated based on Association policy, governing documents, and any local health authority requirements. Resort owners who choose to cancel their use week understand that their Association cannot guarantee that any replacement weeks will be available. Please note: 2020 maintenance fees are non-refundable.

VRI Americas and our resorts are following Centers for Disease Control (CDC) and local health authority recommendations. If you have questions regarding how your resort is preparing for and working to prevent the spread of the virus, feel free to contact the resort directly.

For the most updated information, please refer to the [www.cdc.gov](http://www.cdc.gov) or your local health authority.

March 13, 2020