Dear Loyal Best Western Guest,

Your health, welfare and safety are paramount when you stay at a Best Western hotel. Noting that the news is dominated by Coronavirus, I wanted to personally reach out and let you know that we have asked our hotels to implement increased guest room and hotel common area cleaning protocols and processes.

We are closely monitoring the guidance of the World Health Organization and the Centers for Disease Control and Prevention regarding the spread of the virus. Our focus is to ensure we meet our guest needs while doing our part to keep you, our associates, and our communities safe.

Here are some highlights:

- We have enhanced techniques used to clean guest rooms after each stay. Hotels are paying particular attention to high touch point areas, to include key cards, public area computers, elevator doors and buttons, door handles, locks and latches, light switches, desk surfaces, telephones, television remote controls, and bathroom fixture handles.
- Hotels have heightened sanitizing attention to their common areas, such as the front desk, breakfast room furniture and service items, and fitness center equipment.

In addition, we are taking steps to ensure the welfare of our associates. This includes:

- If they are not feeling well or an immediate family member is not feeling well, we ask that they stay home to avoid passing it to others.
- Keep their hands clean and wash their hands properly. We ask that they use hand sanitizer whenever possible.
- Regularly wiping down and sanitizing their workspace.
- Maintain a healthy lifestyle (proper diet, sleep and exercise) to help keep their immune system strong.
- Importantly, if they have flu-like symptoms, they are advised to consult a doctor and seek medical care.

If you are a Best Western Rewards® program elite status member, we will protect your current status through January 31, 2022 without the need to fulfill the necessary annual stay qualifications. We understand your travels may have been interrupted by COVID-
19 through no fault of yours. You are our loyal customer and we appreciate your business.

If you have an existing reservation, we look forward to seeing you and want to reassure you that we are taking every reasonable precaution to promote a safe and healthy environment.

Your health and well-being are our highest priority and we truly appreciate the trust that you place in us when you choose to stay at a Best Western.