

Expedia Partner Solutions COVID-19 Update

Mar 13, 2020

Chain Hotels COVID-19 Flex Policy

These chain hotel groups have announced their own Flex Policy due to the Coronavirus outbreak. This policy will override the current Expedia Group Hotel Flex Policy list below.

If the booking falls under the Chain Hotel Coronavirus Flex Policy listed here, then the chain's flex policy will be followed.

1. [Hilton](#)
2. [Hyatt](#)
3. [Intercontinental](#)
4. [Marriott Bonvoy](#)
5. [Microtel by Wyndham](#)
6. [Radisson](#)

If the booking does not fall under the Chain Hotel Coronavirus Flex Policy, we will revert to the Expedia Group flex policies listed below.

to better support you, our valued partner, we have decided to offer flexible cancellation policies for lodging bookings made that meet the below criteria..

Your travelers with any bookings listed below will be entitled to a full refund where they request a cancellation due to COVID-19 and associated travel restrictions.

Point of Sale (as per API)	Destination	Check-in on any dates between	Bookings created on/before
All	Mainland China	24 January to 31 March	29 January
Mainland China	All	28 January to 31 March	29 January
All	Hong Kong	1 February to 31 March	29 January
All	Macau	3 February to 31 March	29 January
Hong Kong	Taiwan, the Philippines and Italy	7 February to 31 March	29 January
South Korea	All	24 February to 31 March	24 February
All	South Korea	24 February to 31 March	24 February
All	Italy	10 March to 3 April	9 March
Italy	All	10 March to 3 April	9 March

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France,



**Portugal, Slovakia,
Slovenia, Spain,
Sweden, and
Switzerland**

All	Israel	13 March to 31 March	13 March
All	India	13 March to 15 April	13 March
All	Slovakia	13 March to 13 April	13 March
All	Oman	13 March to 13 April	13 March
All	Vorarlberg, Tyrol, Salzburg, States in Austria	13 March to 15 April	13 March
All	Czech Republic	13 March to 15 April	13 March
All	Ukraine	16 March to 30 March	16 March
All	Poland	15 March to 25 March	15 March
All	Denmark	13 March to 13 April	13 March
Italy, France, Spain, Germany, China, Iran	Singapore	16 March to 31 March	16 March
All	El Salvador	13 March to 3 April	13 March
All	Marshall Islands	13 March to 27 March	13 March
All	Cyprus	15 March to 30 March	15 March

Reviews with your traveler's booking details to your Account Manager/ Agent Support Manager [using the template here](#). Please ensure that your traveler has confirmed that they do not wish to travel, as those bookings will be cancelled and refunded. *Any post-stay bookings will not be considered under these policies and will follow our standard process for supplier waiver requests.

- If your traveler's booking is within 72 hours of check-in, please call your Agent-to-Agent (A2A) support number. Please be advised that we're experiencing extremely high call volumes resulting in longer than usual wait times.
- If your traveler's booking does not meet the criteria above and is not scheduled to check-in within 72 hours, please wait to contact your Agent-to-Agent (A2A) support number so we can support those traveling immediately.
- If your traveler booked air travel or a travel package, we are working with our airline partners to understand how their cancellation policies will work.

We will continue to monitor the situation and will update you as we receive more information.

12 March 2020

Following the announcement by the United States government, travel from Europe to the United States will be suspended for the 30 days from 13 March 11:59 pm (ET).

The suspension applies to travelers from 26 Schengen countries. The UK and Ireland are unaffected. US citizens are also exempt.

Here is the **full list of the impacted countries and travelers**:

- **European travelers and countries.** Foreign nationals who have travelled to countries in the Schengen Area within the previous 14 days will be denied permission to travel to the United States. The Schengen Area countries include Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal,

This policy does not include or impact:

- American citizens, permanent legal residents and their immediate families
- Any child, foster child or ward of a United States citizen or lawful permanent resident, or who is a prospective adoptee pursuant to the IR-4 or IH-4 visa classifications
- Members of the U.S. Armed Forces and spouses and children of members of the U.S. Armed Forces
- Anyone traveling at the invitation of the United States Government for virus-related work, certain travelers related to NATO or United Nations work, and certain travelers doing work related to the CDC, Department of Homeland Security, State Department and other law enforcement issues
- Certain classes of air or sea crewmembers
- Anyone traveling from the United Kingdom who has not been to the Schengen Area in the last 14 days

While not prohibited from entering the United States, these travelers who have been to the Schengen Area may be required to return to the US through select airports where enhanced screening procedures have been established.

In light of this and to better support your business as a valued partner we have decided to offer a flexible cancellation policy beginning 12th of March for bookings made that meet the following criteria.

- Bookings to the United States booked through an EMEA point of sale, excluding the UK
- Lodging-only bookings including stand-alone and package rates
- Travel dates of 13th of March through 13th of April

If your travelers are impacted by the new policy and cannot travel to the United States during this 30-day period, please know that we are working quickly with our travel partners to address this unprecedented situation and to take care of your travelers.

We will continue to monitor the situation and will update you as we receive more information.

While the Coronavirus (COVID-19) outbreak is a rapidly changing and fluid situation from a public health perspective, we are committed to keeping you informed and to taking care of you and your travelers as a valued partner.

09 March 2020

In light of the outbreak of novel coronavirus, we are monitoring the situation closely and will continue to provide information and assistance to you.

As you are likely experiencing in your own business, we have high support inquiry volumes and longer wait times than usual. To reduce call waiting time and action your requests as quickly as possible we're investing in extra staffing and reallocating resources in our customer support centres. We have hundreds of customer support agents working around the clock, in more than 20 different languages, to answer questions you or your travelers have surrounding their bookings.

We're also working with travel suppliers to provide maximum flexibility for your travellers. We've implemented policies in a number of destinations to fast-track waiving change or cancellation fees, and our teams are in active discussions with suppliers on individual cases where flexibility policies aren't in place to obtain the best outcomes for you, our partners. Together, we rely on the flexibility policy of travel suppliers, and as their policies are changing in real-time we've compiled a list of the most up-to-date policies here: [airline](#), [hotel and rail companies](#).

The safety and health of your travelers is of course the most important thing right now. With this in mind, here are a few useful sites for the latest advice on Coronavirus that you may wish to share with your travelers:

- The [World Health Organization](#) has the latest global news on the virus.
- The [World Travel and Tourism Council](#) is a useful source of information on how to travel responsibly during these times.
- Your [local travel advisory](#) has the latest advice for travel to each country.

Please see the messaging on the [Expedia site here](#) for an example of how we are communicating about this with our own travelers.

We are here to help you navigate through this challenging situation. If there is more that we can do to support you and your travelers, please reach out to your account manager.



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