

Q&A Regarding COVID-19 for 1865 Privilege Members

Q: In view of the current situation of COVID-19, will I get extension or grace period to maintain my existing 1865 Privilege membership tier?

A: As our valued member, your concerns are always at our top priority. We understand whether or not your membership tier can be maintained is your major concern as your travel plans may be affected in these unprecedented times, making it difficult for you to achieve normal tier requirement.

The existing membership tiers (for Gateway and above tiers) will be valid until 31 December 2020. Given the evolving nature of the situation, we will continue to monitor closely and make appropriate adjustments when necessary to ensure smooth membership renewals by the end of the year.

We will keep you updated on any changes through our website and member communications. If you have any questions, please do not hesitate to contact our 1865 Membership Office at lhi.1865@langhamhotels.com. We will always remain at your service.

Meanwhile, we wish you to stay safe and healthy. Whenever you are ready to travel, we will be here to welcome you back.

Q: I am a Voyager member and supposed to receive a suite upgrade voucher if I can achieve 5 stays / 15 room nights per calendar year, are you going to reduce the stay requirement this year?

A: As our loyal member, you are at the heart of our programme. We understand this member exclusive benefit may also be on your mind.

As the current situation is still evolving, we will continue to monitor closely and make appropriate changes when necessary to safeguard our member's benefits. We will keep you updated on any changes through our website and member communications. If you have any questions, please do not hesitate to contact our 1865 Membership Office at lhi.1865@langhamhotels.com. We will always remain at your service.

Meanwhile, we wish you to stay safe and healthy. Whenever you are ready to travel, we will be here to welcome you back.

Q: Where can I get the most updated information on hotel travel policy regarding COVID-19?

A: We are focused on how COVID-19 is affecting our 1865 Privilege members and will continue to update you with the latest information regarding COVID-19 related travel policy.

At the meantime, you may visit our 1865 website at 1865.langhamhotels.com, or reach out to either our hotel teams or 1865 Membership Office at lhi.1865@langhamhotels.com for more details.

Q: In view of the outbreak of COVID-19 worldwide, what are the precautionary measures implemented at your hotels?

A: Your wellbeing is, and always has been our highest priority. We are upholding the highest standards for hygiene and cleanliness, and have strengthened protective measures which include frequent disinfection of all high-touch areas, requiring guests to complete a declaration form regarding their recent travel details, temperature checks for all colleagues prior to their shift, sterilization of all chinaware, glassware and cutlery using high temperature washing equipment, placing additional hand sanitizers at the restaurants and lounges, and executing additional cleaning protocols in all rooms and suites prior to and after each guest's stay.

Our colleagues – essential to providing excellent care and vital in helping to combat the spread of the virus - are guided by enhanced training sessions on hygiene protocols. On a daily basis, our teams are reminded to observe good hygiene practices to reduce the risk of possible transmission of the virus. These preventive actions include washing hands thoroughly with soap and water or an alcohol-based hand sanitizer, staying home if feeling unwell, and avoiding close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing.

Meanwhile, we wish you to stay safe and healthy. We can't wait to welcome you back when the situation gets better.

Q: Can I cancel my reservation and if there is any cancellation fee?

A: We understand that you may be experiencing stress given the rapidly changing information on travel restrictions imposed by countries worldwide. Your travel plans may also be affected by them.

We remain committed to offering you with travel flexibility and are ready to help you manage your reservations. A full refund with all related fees waived on cancellations will be provided for direct individual bookings for stays up to and including **31 May, 2020***.

For bookings made by a travel agent or an online booking platform, you are advised to contact respective travel agents/booking sites.

****For the most updated information, please refer to our [website](#).***

Q: What should I do if I want to cancel or amend my reservation?

A: You may manage your reservation online using your reservation confirmation number and email address.

- For reservations made with The Langham Hotels and Resorts, you may click [here](#) to manage it.
- For reservations made with Cordis Hotels and Resorts, you may click [here](#) to manage it.

For bookings made by a travel agent or an online booking platform, you are advised to contact respective travel agents/booking sites.

If you encounter any problems, feel free to approach our hotel teams for assistance.