

## COVID-19 Update

Bedsonline <no-reply@bedsonline.com>

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To: Agent Support <agentsupport@gatewaytravel.com>



Dear valued partner,

Further to our communication only a few days ago, I wanted to update you that we have again **extended the dates of the global force majeure and it will now last until 30 April.**

Given that the coronavirus pandemic number of cases reported in Europe has not only increased further, but also risen exponentially in North America and other countries around the globe, we felt it only necessary to extend the force majeure.

Please note that some of the exceptions to the global force majeure previously outlined have now been revised, and we would urge you to review the details of these on our dedicated [COVID-19 website](#). There you will also find other important details such as how to cancel or modify a booking

**As we already mentioned in our previous email, we have now begun proactively cancelling all bookings and waiving cancelation costs** for destinations where local governments have decreed a lockdown, status of alert and closure of hotels and ancillary services (transfers, car rental, activities & theme parks) to non-emergency and non-essential travelers.

Naturally, we are also no longer allowing for new bookings to be generated in these destinations for the affected periods.

To see the full list of destinations closed, which has had additions just since our latest email, please go to our dedicated [COVID-19 website](#).

We will continue to watch this situation very closely and do everything possible to support you, including boosting operational resources.

Your partnership is valued enormously by me and all my colleagues at Bedsonline and we thank you for your understanding and support.

Should you have any questions your Bedsonline Sales Manager would be pleased to help.

Kind Regards,

**James Phillips**  
Regional Sales Director Americas