



# AN UPDATE ON COVID-19

Dear Valued Guest,

On behalf of Couples Resorts, we look forward to welcoming you to our beautiful resorts soon. However, we are aware that Coronavirus (COVID-19) may have you concerned about your upcoming travel plans. Rest assured, Couples Resorts is carefully monitoring global impact of the Coronavirus in accordance with the Centers for Disease Control, World Health Organization, and Jamaica's Ministry of Health. At this time, all four Couples Resorts are open and fully operational with flexible travel options. In addition to Jamaica's prevention initiatives, we have implemented the following enhanced protocols:

- Full adherence & cooperation with the disease prevention guidelines provided by the above referenced agencies.
- Increase in and frequency of hotel cleaning and sanitization procedures.
- 24-hour access to hotel-based medical professionals with hospital access.

The following policies apply to guests with upcoming reservations, should they wish to postpone their stay:

You may rebook your stay at Couples Resorts within one year of your original date of travel. The full original amount paid will be credited toward your future stay. If the credit exceeds the cost of your future stay, the remaining balance may be applied toward on-property purchases only.

**We appreciate your continued support during this sensitive time and will keep you informed of any changes to our operations and/or policies. Please feel free to contact us at [service@couples.com](mailto:service@couples.com) for further information or assistance.**

Sincerely,

A handwritten signature in black ink, appearing to be "Abraham Issa".

Abraham Issa  
Chief Operating Officer