



## 2023 DISTRESS RATE

**Dear Partners,**

If within 48 hours of travel, the airport is closed or the airlines have canceled flights due to snow storms, hurricanes, other natural disasters or occurrences to the passenger's destination, guests will be allowed to cancel without penalty and rebook their reservation providing that they travel prior to December 20, 2023 and make their reservation within 14 days from the original travel date at all Iberostar Hotels in the Dominican Republic, Jamaica and Mexico.

**IN HOUSE GUESTS DEPARTING EARLY:** Guests who choose to depart early from the destination will be credited or reimbursed for the unused nights that can be applied towards a future stay.

Reimbursement for unused nights will be at the rate of forced stays (see below).

**GUESTS SCHEDULED BUT UNABLE TO DEPART:** Guests who are unable to depart due to airport closures will be offered accommodations. Each additional night will be at the rate indicated below by Iberostar on a USD per person per night, all-inclusive basis to be paid directly at the hotel.

**GUESTS SCHEDULED BUT UNABLE TO ARRIVE:** Guests who are unable to arrive due to cancellation of flights or airport closure will be able to arrive on a later date with the following options:

- Arrive on first available flights after the storm and simply take the same number of nights confirmed at the same rate (based on availability)
- Hold a credit of the unused nights for a future stay valid one year from original arrival date
- Refund without penalty

**GUESTS CHOOSING TO RESCHEDULE AT THE SAME RESORT:** Hotel will honor the current rates during the same calendar year based upon availability (excluding December 20-31, 2023).

**GUESTS CHOOSING A DIFFERENT DESTINATION:** Guests can choose to enjoy their holiday at other resorts of the same category within the brand that are not adversely affected by weather at the time of travel. These rooms will be protected at the original confirmed rate, subject to availability.

A **25% discount** is applied to our public rate in case of forced stays or additional nights (for fares paid directly by passengers).

**Best Regards,**

**Iberostar Hotels & Resorts**