



To: Our Valued Guests

From: Andrew Alexander, President

Subject: A Message to Our Valued Guests

Date: Friday, March 13, 2020

At Red Roof®, the well-being of our guests, colleagues and communities is our top priority. We understand the concern you may be experiencing surrounding the Coronavirus (COVID-19) and I, along with our senior leadership team, am committed to transparency and sharing relevant information as the situation evolves.

Travel Safety and Enhanced Cleaning Protocol

As the coronavirus, COVID-19, impacts the United States and continues to spread across the country, we are following the recommendations and guidelines from the experts at the World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC). We remain committed to upholding the best practices and have added enhanced protocols to our usual stringent standards.

Using EPA approved products that kill the COVID-19 virus, our hotel staff is being extra diligent in sanitizing guest rooms including – bathrooms, door handles, desk table and chairs, light switches and thermostats, telephone and remote, safety latches and locks, exteriors/corridors and common areas. We have enhanced our cleaning protocols to include additional sanitation and cleaning routines. This enhanced cleaning protocol increases the cleaning and sanitization of high-touch areas that affect guests and employees. The high-touch areas are being cleaned and sanitized several times a day. We are taking every measure to keep our guests safe.

Travel Flexibility

We also believe in responsible and safe travel while staying vigilant. We understand the need for increased flexibility with travel planning right now. To help our guests as travel plans change, Red Roof is providing additional flexibility in our cancellation policies. For stays through April 30, 2020, cancellation fees will be waived at all Red Roof hotels and any guest wishing to cancel a pre-paid, Advance Purchase reservation, will receive a full refund. Guests who booked on redroof.com, through our Contact Center, or with a Red Roof hotel directly can call us at 1-800-RED-ROOF to cancel their reservation.



For reservations made through a travel agent or 3rd party online booking site (Expedia, Booking.com, etc.), we are advising guests to contact their original booking agent or site for details on their Covid-19 policies.

We continue to monitor this quickly evolving situation and are here to assist as needed.

Please visit <https://www.redroof.com/coronavirus-notice> for the latest updates.

For additional information about COVID-19, visit the Centers for Disease Control and Prevention at [cdc.gov](https://www.cdc.gov).

Please be confident that we are working diligently and following the guidelines and recommendations of the experts to insure the health and wellness of our guests and the entire Red Roof family. We appreciate your business and are looking forward to seeing you at our properties and giving you the confidence to stay with us, as you make your spring and summer road trip plans.

We are all in this together and will make it through with vigilance, patience and care.

Thanks for your loyalty.



Andrew Alexander, President

