

25th March 2020

RNT Hotels. CO., LTD

Dear Customer,

We sincerely appreciate your time and consideration at Richmond Hotels.

We would like to offer our sincere condolences and sympathy for all who be affected by the coronavirus and wish the earliest recovery.

We, RNT Hotels, strive to be a hotel that is friendly to people and nature and always evolve for our customers, which has been our corporate philosophy since establishment and we will continue to change. Each staff has been thinking of our customers for comfortable hotel services. Even though this condition, we will make as much effort as possible to keep comfortable hotel services, our corporate philosophy is a firm description.

Now we have several correspondence to coronavirus (2019-nCoV) infection prevention and travel flexibility of our customers.

<Reservation>

Cancel charge under cancel policy will not be charged for reservations that the arrival date is by 2020. 06. 30 and contact us for cancellation and amending by the arrival date. In addition, we try to correspond a reservation confirmation flexibly if it would be received after the arrival date.

<Facility>

- 1: Alcohol based hand sanitizers have been placing at reception desk, lobby and entrance of restaurant at each hotel.
- 2: All staffs take own temperature, wash hand and use hand sanitizer, and wear facemasks.
- 3: Public spaces, such as lobby floor, restaurant and reception desk have been sanitized with the alcohol based sanitizer.
- 4: We temporarily suspend breakfast buffet service, but it is served as a set menu.

<For Richmond Club Membership>

Valid date of Richmond Club points and Richmond Hotel coupons will be extended by as of 2020.12.31.

The valid term that would be object is from 2020.01.01 to 2020.12.30.

Other correspondence would be carried out under the condition changing for securing customers and hotel staffs safety.

We are appreciated that many customers visit the Richmond Hotels thus, we will make as much effort as possible to keep comfortable hotel services for our customers.