Dear Valued Partner,

As we all follow the impact of the coronavirus (COVID-19), we want you to know that the safety of your travelers is our top priority. We appreciate the trust you place in us and are taking steps to maintain our high standards of safety and cleanliness.

With the well-being of your travelers in mind, we have provided the thousands of independently-owned and operated franchised hotels in our network and our managed and owned properties worldwide with helpful guidelines and information provided by the World Health Organization (WHO) and the U.S. Centers for Disease Control and Prevention (CDC) detailing how to identify COVID-19 symptoms and mitigate its transmission, as well as guidance on how to handle and report suspected or confirmed cases of COVID-19.

We also have partnered with our suppliers to provide our hotels with access to industry-standard cleaning and disinfecting supplies, and we have made training available to support our franchisees and our managed and owned hotels in achieving the highest standards of cleanliness, disinfection and hygiene in all areas.

We are monitoring this ever-changing situation closely. Built on our Count on Me service culture and our core values of integrity and accountability, our dedicated and experienced team is focusing its efforts on the safety and well-being of all of our guests and employees— and on delivering great experiences for all. With each new day and new piece of information, we are keeping these values in mind with every decision we make.

We appreciate your partnership. Our teams are informed, prepared, and ready to support you if there is anything you may need.

We look forward to extending a warm Wyndham Welcome to your travelers at one of our hotels soon.

Sincerely,

Geoff Ballotti
President and Chief Executive Officer
Wyndham Hotels & Resorts