

## Country wise Refund Eligibility Info

Updated March 18, 2020

\*For these policies we strongly advise that our members coordinate with our call centre and await for our confirmation that the hotel has agreed to a refund. These are exceptional times, and we shall do our best to secure your Travel.

### A - E

#### Argentina

All International travellers going to Argentina (i.e. does not include domestic/local travellers who booked on Argentinian POSa; if the POSa exists)

Check-in on any dates between: March 15 2020 – March 31 2020

Booking Dates: For any booking made prior to March 15th 2020

#### Australia

All International travellers going to Australia (i.e. does not include domestic/local travellers who booked on Australia POSa; if the POSa exists)

Check-in on any dates between: March 15 2020 - March 29 2020

Booking Dates: For any booking made prior to March 15th 2020

#### Austria

All travellers worldwide going to Vorarlberg, Tyrol, Salzburg states in Austria

Check-in on any dates between: March 15 - April 13, 2020

Booking Dates: For bookings made prior to March 15, 2020

#### Cambodia

Any traveler going to Cambodia from the following countries (POSA): Italy, Germany, Spain, France and the US

Check-in on any dates between: March 17, 2020 - April 15 2020

Booking Dates: For bookings made prior to March 17, 2020

### **Canada**

All non-American (US) or non-Canadian travellers going to Canada (i.e. does not include US POSa and does not include domestic/local travellers who booked on Canada POSa)

Check-in on any dates between: March 17 2020 – March 31 2020

Booking Dates: For any booking made prior to March 17th 2020

### **Cyprus**

All travelers going to Cyprus

Check-in on any dates between: March 15 2020 - March 30 2020

Booking Dates: For bookings made prior to March 15, 2020

### **Czech Republic**

All International travelers going to Czech Republic (does not include domestic/local travelers who booked on Czech Republic POSa; where the POSa exists)

Check-in on any dates between: March 13 - April 11, 2020

Booking Dates: For bookings made prior to March 13, 2020

### **Denmark**

All International travelers going to Denmark (does not include domestic/local travelers who booked on Denmark POSa; where the POSa exists)

Check-in on any dates between: March 13 - April 13, 2020

Booking Dates: For bookings made prior to March 13, 2020

## **Egypt**

All International travelers going to Egypt (i.e. does not include domestic/local travelers who booked on Egypt POSa; if the POSa exists)

Check-in on any dates between: March 19, 2020 – March 31, 2020

Booking Dates: For bookings made prior to March 18, 2020

## **El Salvador**

All travelers going to El Salvador

Check-in on any dates between: March 13 2020 - April 3, 2020

Booking Dates: For bookings made prior to March 13, 2020

## **F – J**

## **France**

Bookings for	Check-in on any dates between	Booking dates
All travellers (international and domestic) going to France (i.e. includes domestic/local travellers who booked on France POSa)	March 17 2020 – March 31 2020	For any booking made prior to March 17th 2020
All outbound travellers from France POSa. Destinations covered: All	March 17 2020 – March 31 2020	For any booking made prior to March 17th 2020

## Germany

All travellers (international and domestic) going to Germany (i.e. includes domestic/local travellers who booked on Germany POSa)

Check-in on any dates between: March 17 2020 – March 31 2020

Booking Dates: For any booking made prior to March 17th 2020

## Hong Kong

Bookings for	Check-in on any dates between	Booking dates
Hong Kong POSa Outbound only (Taiwan, Philippines, and Italy)	February 07-February 29, 2020, March 1-March 31, 2020	For bookings made prior to January 30, 2020
Worldwide Customers into Hong Kong	February 01-February 29, 2020, March 1-March 31, 2020	For bookings made prior to January 30, 2020

## Hungary

All International travellers going to Hungary (i.e. does not include domestic/local travellers who booked on Hungary POSa; if the POSa exists)

Check-in on any dates between: March 16 2020 – March 31 2020

Booking Dates: For any booking made prior to March 16th 2020

## India

All International travelers going to India (does not include domestic/local travelers who booked on India POSa; where the POSa exists)

Check-in on any dates between: March 13 - April 15, 2020

Booking Dates: For bookings made prior to March 13, 2020

## Israel

All travelers going to Israel

Check-in on any dates between: March 13 - March 31, 2020

Booking Dates: For bookings made prior to March 13, 2020

## Italy

Bookings for	Check-in on any dates between	Booking dates
Italy POSa outbound to all destinations	March 10 – April 3, 2020	For bookings made before March 10, 2020
Worldwide Customers into Italy	March 10 – April 3, 2020	For bookings made before March 10, 2020

## Jordan

All International travelers going to Jordan

Check-in on any dates between: March 17, 2020 - March 31 2020

Booking Dates: For bookings made prior to March 17, 2020

## K - O

### Lithuania

All International travellers going to Lithuania (i.e. does not include domestic/local travellers who booked on Lithuanian POSa; if the POSa exists)

Check-in on any dates between: March 17 2020 – March 30 2020

Booking Dates: For any booking made prior to March 17th 2020

## Macau

Worldwide customers into Macau

Check-in on any dates between: February 03-February 29, 2020, March 1-March 31, 2020

Booking Dates: For bookings made prior to January 30, 2020

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All travellers (international) going to Macau (i.e. does not includes domestic/local travellers and does not include Residents of mainland China, Hong Kong, Taiwan)

Check-in on any dates between: March 18, 2020 - March 31, 2020

Booking Dates: For bookings made prior to March 17, 2020

## Mainland China

Bookings for	Check-in on any dates between	Booking dates
Mainland China	January 28 - February 29, 2020,	For bookings made prior to January 30, 2020
POSa Outbound only	March 1-March 31, 2020	
(All Markets)		
Worldwide Customers	January 24-February 29, 2020,	For bookings made prior to January 30, 2020
into Mainland China	March 1-March 31, 2020	

## Malaysia

Bookings for	Check-in on any dates between	Booking dates
All travellers (international and domestic) going to Malaysia	March 18 2020 – March 31 2020	For any booking made prior to March 18th 2020
All outbound travellers from Malaysia. Destinations covered: All	March 18 2020 – March 31 2020	For any booking made prior to March 18th 2020

## Malta

All International travellers going to Malta (i.e. does not include domestic/local travellers who booked on Malta POSa; if the POSa exists)

Check-in on any dates between: March 13 2020 –March 27 2020

Booking Dates: For any booking made prior to March 13th 2020

### **Marshall Islands**

All travelers going to Marshall Islands

Check-in on any dates between: March 13 2020 - March 27, 2020

Booking Dates: For bookings made prior to March 13, 2020

### **Morocco**

All travellers (international) going to Morocco and all travellers going out of Morocco

Check-in on any dates between: March 16, 2020 – March 31, 2020

Booking Dates: For bookings made prior to March 15, 2020

### **New Zealand**

All International travellers going to New Zealand (i.e. does not include domestic/local travellers who booked on New Zealand POSa; if the POSa exists)

Check-in on any dates between: March 14, 2020 - March 31 2020

Booking Dates: For bookings made prior to March 14, 2020

### **Norway**

All International travelers going to Norway (i.e. does not include domestic/local travelers who booked on Norway POSa; if the POSa exists)

Check-in on any dates between: March 16, 2020 - March 31 2020

Booking Dates: For bookings made prior to March 16, 2020

### **Oman**

All travelers going to Oman

Check-in on any dates between: March 13 - April 13, 2020

Booking Dates: For bookings made prior to March 13, 2020

## P - T

### Peru

Any traveler going to Peru from an EU or Asian POSa

Check-in on any dates between: March 16, 2020 - April 14 2020

Booking Dates: For bookings made prior to March 16, 2020

### Philippines

Bookings for	Check-in on any dates between	Booking dates
All outbound travellers from Philippines	March 17 2020 – April 14 2020	For any booking made prior to March 17th 2020
All travellers within and from Philippines (i.e. includes all travellers who on Philippines POSa; if the POSa exists).	March 17 2020 – April 14 2020	For any booking made prior to March 17th 2020
Destinations covered: All		

### Poland

All International travelers going to Poland (does not include domestic/local travelers who booked on Poland POSa; where the POSa exists)

Check-in on any dates between: March 15 - March 25, 2020

Booking Dates: For bookings made prior to March 15, 2020

### Russia



All International travelers going to Russia (i.e. does not include domestic/local travelers who booked on Russia POSa; if the POSa exists)

Check-in on any dates between: March 17, 2020 - May 1, 2020

Booking Dates: For bookings made prior to March 16, 2020

### **Saudi Arabia**

All International travellers going to Saudi Arabia (i.e. does not include domestic/local travellers who booked on Saudi Arabia POSa; if the POSa exists)

Check-in on any dates between: March 15 2020 - March 29 2020

Booking Dates: For any booking made prior to March 15th 2020

### **Singapore**

Any travelers going to Singapore from the following countries (POSA): Italy, France, Spain, Germany, China, Iran

Check-in on any dates between: March 16 - March 31, 2020

Booking Dates: For bookings made prior to March 16, 2020

### **Slovakia**

All International travelers going to Slovakia (does not include domestic/local travelers who booked on Slovakia POSa; where the POSa exists)

Check-in on any dates between: March 13 - March 31, 2020

Booking Dates: For bookings made prior to March 13, 2020

### **South Korea**

Bookings for	Check-in on any dates between	Booking dates
Worldwide Customers into to South Korea	February 24-March 31, 2020	For bookings made prior to February 25, 2020
South Korea POSa outbound to all POSa destinations	February 24-March 31, 2020	For bookings made prior to February 25, 2020

## Spain

Notes for all PoSa	Check-in on any dates between	Booking dates
All travellers (international and domestic) going to Spain (i.e. includes domestic/local travellers who booked on Spain POSa)	March 15 2020 – March 29 2020	For any booking made prior to March 15th 2020
All outbound travellers from Destinations covered: All	March 15 2020 – March 29 2020	For any booking made prior to March 15th 2020

## Turkey

Any traveler going to Turkey from Austria, Belgium, China, Denmark, France, Germany, Iran, Iraq, Italy, Netherlands, Norway, Spain, South Korea or Sweden

Check-in on any dates between: March 15, 2020 - April 17, 2020

Booking Dates: For bookings made prior to March 15, 2020

## U - Z

### Ukraine

All travelers going to Ukraine

Check-in on any dates between: March 16 - March 30, 2020

Booking Dates: For bookings made prior to March 16, 2020

**US**

Bookings for	Check-in on any dates between	Booking dates
All travellers (international and domestic) going to San Francisco City and County	March 17, 2020 – April 7 2020	For any booking made prior to March 17th 2020
POSa for Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom outbound to all US destinations.	March 14 - April 14, 2020	For bookings made before March 13, 2020

**Vietnam**

Any traveler going to Vietnam from Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Ireland, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom outbound

Check-in on any dates between: March 15, 2020 - April 14 2020

Booking Dates: For bookings made prior to March 15, 2020

\*POS – Point of Sale

\*All Standard Intermiles Terms & Conditions apply

\*For these policies we strongly advise that our members coordinate with our call centre and await for our confirmation that the hotel has agreed to a refund. These are exceptional times, and we shall do our best to secure your Travel.