

**MELIÁ HOTELS INTERNATIONAL, S.A.** (the “Company” or “Meliá”), in accordance with the provisions of the Spanish Securities Market Law, and the Recommendations issued by ESMA regarding COVID-19 impact, announces to the National Securities Market Commission the following:

## DISCLOSURE OF OTHER RELEVANT INFORMATION

Meliá is very much aware that events related to the COVID-19 coronavirus and the intense amount of information it is generating requires us to make an extra effort with regard to transparency, openness and proximity with respect to everyone who has placed their trust in our company.

Right now, and until March 31, 2020, all the rates that we currently have on sale can be cancelled at no cost. Cancellations can be made between 1 and 7 days before the scheduled arrival date.

For bookings made before today, our cancellation policy is as follows.

### **Cancellation Policy**

As of March 2, 2020, the Company offers customers:

1. For individual bookings made from March 2 to March 31, 2020:

Guests can cancel the booking up to 24 hours before the check-in date without any cancellation fee or penalty. Check specific conditions for each booking as some hotels may require earlier cancellations to avoid cancellation fees and penalties.

2. For individual bookings made before March 2, 2020:

- a. guests may postpone their booking to a later date on which the booked hotel can offer the same terms and conditions, or accept to pay any possible rate difference, if, as of the check-in date as per the booking:

- i. a competent governmental or public health authority has prohibited (i) the means of transportation from the guest’s home to the hotel location, or (ii) an event or meeting due to be held at the hotel for which the booking was made,

- ii. the guest or the guest’s spouse or first-degree relative (i) has been quarantined by medical prescription or by order of a competent public authority, or (ii) has been tested positive for COVID-19 (with medical confirmation), or

- iii. an event or congress to be held outside the hotel which motivated the booking (and this is expressly set out in the booking) is cancelled or prohibited due to the COVID-19 pandemic.

- b. should postponing the reservation under the circumstances described under limb “a” above not be a viable alternative for the guest or the hotel, then the reservation can be cancelled free of charge, without any cancellation payment or penalty.

c. The terms and conditions regarding cancellation payments or penalties defined in the booking conditions will apply without change:

i. if the authorities have closed only certain public or tourist attractions at the hotel location or prohibited certain events outside the hotel that were not expressly agreed as the basis for the booking,

ii. if the authorities have merely made recommendations regarding travel, meetings or events, or if the authorities have made announcements without announcing any explicit prohibition, or

iii. if the cause of a cancellation is the general situation of uncertainty surrounding the pandemic or changes to the travel policy of a business traveller's employer.

3. For bookings for groups, meetings, incentives, regardless of the date on which the booking is made, the terms described for individual bookings in point 2 above will apply with the necessary changes to the extent the respective attendees are directly affected.

4. For bookings for at our hotels, regardless of the date on which the booking is made, the terms described for individual bookings in point 2 above will apply with the necessary changes, except that the offer to postpone or cancel the congress or event will only apply if more than 30% of the attendees are directly affected.

5. If the booked hotel is itself quarantined during the guest's stay, the hotel will abate or return any payments the guest would otherwise have to make in the proportion corresponding to the date on which quarantine is ordered.

6. If we are forced to close the booked hotel for the dates booked, we will offer alternative accommodation of the same or superior quality in another of our hotels. If this is not possible, we will allow guests to cancel bookings free of charge or to postpone the stay to a future date after the reopening of the affected hotel.

7. Guests who book through online travel agents or other third-party travel professionals are advised to contact their booking provider for information on the policies they are applying.

8. Meliá will extend the current Meliá Rewards membership tier for one year for Platinum, Gold and Silver members whose tier review is scheduled for between March 1, 2020 (from February 1, 2020 for members from Greater China) and December 31, 2020. The membership tier will remain unchanged even for those members who do not meet the minimum stays, nights or points requirement to remain in their tier. In consequence, for example, tier reviews that were due on March 1, 2020, will now be carried out on March 1, 2021.

We are aware that the COVID-19 pandemic and the response from the government and health authorities are constantly changing and developing. Please note that the criteria in this document are therefore subject to change over time.

Individual booking contact

Group booking contact

Cancellations and date changes

Spanish [atencionalcliente.reservas@melia.com](mailto:atencionalcliente.reservas@melia.com)

English [customer-care.bookings@melia.com](mailto:customer-care.bookings@melia.com)

Cancellations and date changes

Spanish [groups@melia.com](mailto:groups@melia.com)

English [groups@melia.com](mailto:groups@melia.com)

### **Hotels affected by closures**

This list of closed hotels applies initially until March 31, 2020, it will be reviewed on a regular basis and it may be amended from time to time from today. The updated list of closed hotels will be available on our website ([www.melia.com](http://www.melia.com)).

COUNTRY	CITY	HOTEL NAME
SPAIN	BARCELONA	ME SITGES TERRA MAR
SPAIN	BARCELONA	MELIA BARCELONA SKY
SPAIN	BARCELONA	MELIA SITGES
SPAIN	BARCELONA	TRYP BARCELONA APOLO
SPAIN	GIRONA	MELIA GIRONA
SPAIN	CAMBRILS	SOL PORT CAMBRILS
SPAIN	MALLORCA-CALVIÀ	INNSIDE CALVIA BEACH THE PLAZA
SPAIN	MALLORCA-PALMA	HOTEL PALMA BELLVER MANAGED BY MELIA
SPAIN	MALLORCA-PALMA	INNSIDE PALMA CENTER
SPAIN	MALLORCA-PALMA	MELIA PALMA BAY
SPAIN	VALENCIA	HOTEL VALENCIA OCEANIC
SPAIN	BARCELONA	HOTEL BCN CONDAL MAR MANAGED BY MELIA
SPAIN	BAQUEIRA BERET	MELIA ROYAL TANAU
SPAIN	VIELHA	TRYP VIELHA BAQUEIRA
SPAIN	ALICANTE	TRYP ALICANTE GRAN SOL
SPAIN	BENIDORM	SOL COSTABLANCA
SPAIN	BILBAO	MELIA BILBAO
SPAIN	GRANADA	MELIA GRANADA
SPAIN	GRANADA	MELIA SIERRA NEVADA
SPAIN	GRANADA	MELIA SOL Y NIEVE
SPAIN	MADRID	HOTEL FENIX GRAN MELIA
SPAIN	MADRID	HOTEL MAD PLAZA ESPAÑA MANAGED BY MELIA
SPAIN	MADRID	HOTEL MADRID CHAMARTIN MANAGED BY MELIA
SPAIN	MADRID	HOTEL MADRID GRAN VIA MANAGED BY MELIA
SPAIN	MADRID	ME MADRID REINA VICTORIA
SPAIN	MADRID	MELIA MADRID SERRANO

SPAIN	MADRID	PALACIO DE LOS DUQUES GRAN MELIA
SPAIN	MADRID	TRYP MADRID ATOCHA
SPAIN	MADRID	TRYP MADRID CHAMBERI
SPAIN	MADRID	TRYP MADRID CIBELES
SPAIN	MALAGA	HOTEL DON PEPE GRAN MELIA
SPAIN	MALAGA	MELIA MARBELLA BANUS
SPAIN	MALAGA	SOL MARBELLA ESTEPONA - ATALAYA PARK
SPAIN	MALAGA	TRYP MALAGA ALAMEDA
SPAIN	SAN SEBASTIAN	TRYP SAN SEBASTIAN ORLY
SPAIN	SEVILLA	HOTEL COLÓN GRAN MELIA
SPAIN	SEVILLA	MELIA SEVILLA
SPAIN	CHICLANA	GRAN MELIA SANCTI PETRI
SPAIN	CORDOBA	TRYP CORDOBA
SPAIN	MERIDA	TRYP MERIDA MEDEA
SPAIN	CADIZ	TRYP CADIZ LA CALETA
SPAIN	JEREZ	TRYP JEREZ
SPAIN	ZARAGOZA	INNSIDE ZARAGOZA
SPAIN	MADRID	HOTEL MADRID CENTRO MANAGED BY MELIA
SPAIN	TENERIFE	SOL PUERTO DE LA CRUZ TENERIFE
ITALY	MILAN	ME MILAN IL DUCA
ITALY	MILAN	MELIA MILANO
ITALY	MILAN	INNSIDE MILANO TORRE GALFA
ITALY	ROME	GRAN MELIA ROME
ITALY	GENOVA	MELIA GENOVA
GERMANY	DUSSELDORF	TRYP DUSSELDORF AIRPORT
GERMANY	DUSSELDORF SEESTERN	INNSIDE DUSSELDORF SEESTERN
GERMANY	BERLIN	INNSIDE BERLIN
GERMANY	WOLFSBURG	TRYP WOLFSBURG
GERMANY	FRANKFURT	INNSIDE FRANKFURT OSTEND
CZECH REPUBLIC	PRAGUE	INNSIDE PRAGUE
VIETNAM	HANOI	MELIA BA VI MOUNTAIN RETREAT
CHINA	SHANGHAI	MELIA SHANGHAI HONGQIAO
CHINA	SHANGHAI	MELIA SHANGHAI PARKSIDE

### **Safety: prevention and preparation**

In a very difficult period for the travel industry, the safety, health and well-being of our customers and employees remains our top priority.

The experience of having overcome previous crises such as SARS in 2003 or H1N1 in 2009, we constantly monitor the situation in all our destinations and promptly implement the recommendations and measures defined by the health authorities, collaborating with them in full if there is any suspicion or detection of infections.

All our hotels and offices have implemented a Global Preparation and Response Protocol which includes regular updates on:

- Detailed and scientifically verified information about the coronavirus, prevention, reaction and treatment.
- Updated information and recommendations from international and national organisations.
- Mandatory rules for hotels regarding health, prevention, response, the reporting and upscaling of information, and the movement and concentrations of people.
- General operational guidelines for hotel employees and our corporate offices.
- Guidelines on customer information and awareness.
- Informational materials for employees and customers.
- List of recommended hygiene, cleaning and disinfection products and their technical specifications for cases where similar products are required.

### **Confidence: listening and flexibility**

Given the uncertainty that exists and that is beyond our control, Meliá has arranged the maximum possible facilities to ensure that both our individual customers and partners can plan and book their trips with the peace of mind of knowing that they can modify or cancel their bookings at a later date with the maximum flexibility.

Meliá is strongly committed to our hotel owners, customers, partners and employees and we are fully focused right now on responding to your confidence and trust and, with the serenity, professionalism and responsibility that is required of us as industry leaders, helping manage the current situation, minimise its impact and offer our partners and customers the best possible alternatives within our reach. Although the current situation is constantly changing and its course is unpredictable, we will aim to minimise the impact the virus is having to the best of our ability and continue to adopt the most appropriate measures to try to normalise the situation.

Meliá joins all its customers and partners in the desire that we see a speedy recovery and a return to normal, at the same time as we continue to do our best to work together to overcome these difficulties as soon as possible.

Palma (Mallorca), March 16, 2020  
Meliá Hotels International, S.A.