



Dear Guest,

As the situation around coronavirus (COVID-19) continues to evolve, the Isla Grand Beach Resort will do everything we can to ensure your travel safety and provide maximum flexibility.

Your Travel Safety

As it has always been, the safety and security of our guests and team members remains our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures developed in consultation with local public health authorities (including the WHO and CDC) to make our cleaning and hygiene protocols even more thorough:

- Our hotel teams are receiving ongoing briefings and reinforced operating protocols.
- We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.
- We have increased the stations for the use of antibacterial hand sanitizers.

Your Travel Flexibility

We remain committed to offering you flexible booking options. Given the circumstances we are making changes to our individual booking policies to give you extra peace of mind:

Government Restrictions. In regions affected by government-issued travel restrictions, we will establish full refunds.

Existing Reservations. All reservations- even those described as "non-cancellable" (Advanced Purchase) – that are scheduled for arrival before April 30,2020, can be changed or receive a full credit up to 1 year from cancellation date up to 24 hours before your scheduled arrival.

New Reservations. Any reservation you make even those described as "non-cancellable" (Advanced Purchase) – that are scheduled for arrival before April 30,2020, can be changed or receive a full credit up to 1 year from cancellation date up to 24 hours before your scheduled arrival.

If you need to adjust reservations made via the Isla Grand Website, or onsite reservations please call the Reservations Department at 1-800-292-7704 or 956-761-6511. If you need to adjust reservations made through another travel site, please contact them for assistance.

We look forward to servicing you in the future,

Daniel Salazar

General Manager

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Owned and Operated by SPI Management Co.