



THE TSUBAKI TOWER

April 6, 2020

Dear valued customers,

We hope that you and your loved ones are well during these unprecedented times.

Few, if any of us, could have imagined a global pandemic. At times like these, we would like to inform you on the progress of our hotel, The Tsubaki Tower.

The Tsubaki Tower's top priority is to keep you informed and to be engaged with you as the ambassador of Guam. We have been hoping to start an exclusive journey to welcome you and your loved ones and to become part of The Tsubaki Tower family.

On March 14, 2020, our Governor has first declared Executive Order No. 2020-03 for public health emergency until April 13, 2020 due to potential dangers from COVID-19. On April 5, 2020, the Governor has extended the public health emergency to May 5, 2020 which prohibits social gatherings of any type whether public or private to further mitigate the spread of COVID-19 on Guam.

Unfortunately, The Tsubaki Tower will not open on April 25, 2020 due to the Guam's government mandate to prohibit social gatherings and the closure of non-essential businesses due to COVID-19.

About reservation

Because of this inevitable situation, we are adjusting our policies so that we will be able to cancel standard and non-refundable bookings with no penalties, from April 25th to May 5th, 2020 with a full refund.

- **Existing Reservation:** All existing reservations can be modified or canceled free of charge, even if they are marked as non-refundable.
- **New bookings:** For bookings made after May 5th, you can change or cancel your booking free of charge, even if it is currently stating that bookings cannot be canceled, but subject to change depending on circumstances.

On behalf of The Tsubaki Tower family, we sincerely thank you for your patience and understanding during these times and we will stay committed to provide you with our opening date in the near future. We sincerely hope that you and your loved ones, stay safe and healthy during these troubling times.



THE TSUBAKI TOWER

We thank you for your support and we will continuously aim to offer the highest service quality.

If you have any questions or concerns, please do not hesitate to contact us.

Best Regards,

The Tsubaki Tower Reservations