

**Bahamas Hotel Association
Distress Policy in Consideration of Travelers Needing to
Postpone, Cancel or Extend Travel Due to a Major Incident
Which Seriously Disrupts Air Travel**

Adopted: June, 2007

In the event of a major incident which seriously disrupts air travel to and from The Bahamas, the Bahamas Hotel Association (BHA) encourages all members to enact a Distress Policy which considers travelers who would either need to postpone, cancel or extend their travel in the Bahamas.

The policy gives the vacationer who is unable to reach the destination a choice of using deposits or prepayments toward a future stay at the same property in The Bahamas, or in the event that the vacationer cannot travel to The Bahamas at all, it provides the vacationer with an option of a full refund.

Furthermore, the BHA encourages its members to be considerate in respect to hotel rates in cases in which guests must stay in the country beyond their original date of departure.

Although it is not mandatory that all hotels in The Bahamas should adopt the Distress Policy, the properties that are members of BHA are encouraged to adopt it. The Bahamas Hotel Association also encourages hotels which are not members of the association to extend the goodwill policy to their guests.

BHA's Distress Policy is designed to facilitate the comfort of guests as well as to protect the reputation of hotels and the destination of The Bahamas.