



Covid-19 Updates

Recognizing the ongoing and increased uncertainty that coronavirus (COVID-19) is causing around the world, our highest priority is the health and wellbeing of our guests, employees and community. With that in mind we wanted to update you on the actions we have taken in response to the outbreak.

For Existing Bookings:

Existing bookings (bookings made through April 6, 2020) can be changed with no penalty for stays up to June 30, 2020.

Bookings via a third-party: For bookings made through an online booking platform (e.g. Booking.com, Expedia) or third-party travel professionals, please contact them directly – we have advised these companies of our cancellation policy and you should refer to their terms and conditions.

For New Bookings:

We want to help you plan and book any future travel with confidence. So, we have several ways to support guests to amend travel plans as necessary.

Best Flexible Rate: This rate offers maximum flexibility to change or cancel your reservation. For direct bookings this rate can be fully changeable or refundable up to 7 days prior the arrival.

Health and Cleaning procedures.

We are closely monitoring developments with local and international organizations including the World Health Organization (WHO), to ensure the actions we take are in accordance with their guidelines.

Innovative Disinfection Technologies

We have implemented new cleaning technologies like electrostatic sprayers and ultraviolet light to sanitize and clean surfaces and objects.

Public Spaces

We are cleaning surfaces with increased frequency; dedicated staff and we have removed manual to touchless faucets in all public bathrooms.

Hand Sanitizer

Touchless hand sanitizing stations are being installed at hotel entrance, at our front desk, our elevators and public areas.

Guest Rooms

In guest rooms, we have elevated protocols to clean all surfaces, with focus on high-touch points like tv remote control, door knobs, air-condition thermostats and removed all paper amenities.

In the Community:

At the Grand Roatan Resort, we have always given back to our community. With the island's borders closed since March 17 and the tourism-based economy slowing to a halt, local people across Roatan have been challenged in an unprecedented way. There's never been a more important time for us to double down on our community commitment.

That's why we've partnered our sister organization, the Abundant Life Foundation, to provide relief to people across the island. Together, our goal is to provide food baskets to 800 families per month through the end of September. Learn how you can be part of our initiative. t.ly/QOmy