



Dear Equatorial Guests,

Given the circumstances we currently face, we are offering extra flexibility and support for your existing as well as new bookings with us.

All existing reservations, even those described as non-cancellable, non-changeable or non-refundable that are scheduled for arrival before 30 April 2020 can be changed or cancelled without any charges up to 24 hours before your scheduled arrival. Full refunds will also be provided to all pre-paid rooms.

New bookings for stays from 18 March – 31 October 2020 will offer the same flexibility, with no cancellation fee, refunds on pre-paid bookings and free change of date up to 48 hours prior to arrival.

If you need to change your room reservations due to travel restrictions, please contact our Room Reservations Agents. If your reservations were made through another channel or travel site, please contact them for assistance.

In our 50 years of operations, Equatorial has faced many challenges and were able to do so because of your support and trust in us.

Thank you for choosing Equatorial and we look forward to welcoming you again.

Sincerely,

Donald Lim

Chief Executive Officer