

### **Hotel Shattuck Plaza Community Responsibility: Temporary Closure**

Given the current concerns and advancements over Coronavirus (COVID-19), we have made the difficult decision to temporarily close our hotel beginning Monday, March 23<sup>rd</sup> through Sunday, May 10th. Our goal (*while tentative*) is to re-open on Monday, May 11<sup>th</sup>, 2020.

#### **Please see a list of FAQs':**

- **Cancellation Policy:** All hotel reservations scheduled to arrive March 23<sup>rd</sup>, through May 10th will be canceled without penalty. Guests who booked via online travel agents or with other third-party travel professionals must contact their booking provider for information on their specific cancelation policies. When the 3<sup>rd</sup> party travel company contacts the hotel to verify the validity of the cancelation, the hotel will verify and approve.
- **ZINO Restaurant and Bar:** The hotels popular restaurant and bar (ZINO) will also be closed during the duration of the hotel closure.
- **When will Hotel Shattuck Plaza Re-Open?** The goal (*while tentative*) is to re-open on Monday, May 11<sup>th</sup>, 2020.
- **Why is Hotel Shattuck Plaza closing?** The safety of our associates, guests and communities is our top priority. Because of that, our hotel elected to close and remain closed until it's safe to re-open.
- **Can I book reservations from May 11<sup>th</sup> and beyond?** The answer is **YES** and we welcome you to do so. Please click on the [BOOK NOW](#) button on our website. The website is [www.hotelshattuckplaza.com](http://www.hotelshattuckplaza.com)
- **University of California Berkeley Graduation on May 16<sup>th</sup>?** As of now, the University has not provided any information regarding canceling or modifying the Graduation date of May 16th.
- **How do I contact someone at the hotel?** Please email [info@hotelshattuckplaza.com](mailto:info@hotelshattuckplaza.com)

As always, we are grateful for your loyalty and we look forward to serving when we reopen.

Hotel Shattuck Plaza Management