



fusion

Dear Valued Partners and Guests,

As COVID-19 made its way around the world, we witnessed an unprecedented disruption to global business and our daily lives. Particularly hard hit was the travel and tourism industry, seeing airlines grounded and hotels and restaurants shuttered for months. It was a truly humbling experience, one I have never before experienced in my extensive years of service and one I will surely never forget.

Now that we see signs of life on the streets again and lights in our hotels and office buildings, I believe it is important to take stock in what we have experienced as a global community by recalibrating our internal mindset and expectations going forward. I know that I will be even more grateful for future sunny weekend getaways and exciting escapes with my family and friends.

The experienced teams at Fusion Hotel Group (www.fusionhotelgroup.com) in Thailand and Vietnam remain steady and strong, ready to welcome you back. By providing a warm and welcoming environment, whether it is the unique wellness inspired Fusion Hotels & Resorts, the bright spirit of GLOW (www.glowhotels.com) or the elegance and charm of Mai House (www.maihouse.com/patong-hill), our greatest joy is making you smile. During these challenging times, we have missed your happy smiles and creating memorable experiences for you to take home and share with loved ones.

By global comparison, the low numbers recorded in Vietnam and Thailand are something for us all to be very proud of. It is by working together within our community and doing our best to stay safe at home from the onset, that we will emerge stronger and well positioned for the future. We have been fortunate to maintain operations in some destinations and prepare to reopen other destinations soon.

We are resilient and we will get through this storm just like we sheltered from it — together.

Part of the reopening process involves complying with local government regulations and implementing our specialized hygiene standards and sanitation procedures to help keep you comfortable, healthy and safe during your stay. Additional guidance from the World Health Organization (WHO) helps define our actions

Our steadfast commitment to these standards and ensuring your personal safety and wellbeing are of the utmost importance.

We will adapt to these challenging times and step bravely into the new future a bit wiser, much stronger and ready to once again provide you with our very best in welcoming hospitality and inspired service.

May you and your families remain healthy and safe, wherever your travels may take you.

Kevin J. Beauvais
CEO Fusion Hotel Group



OUR "INSPIRED HEALTH PROMISE" FOR GUESTS & HOSTS

Hygiene during the guest journey

