



Dear guest,

Nothing makes us happier than welcoming our guests. It is without doubt the essence of our nature. But even above this vocation of MSH Mallorca Senses Hotels is health and wellbeing of our clients and all the people who belongs to our team.

For this reason, out of social responsibility and following the recommendations of the country's health authorities, and in compliance with the provisions of the state of alert approved by the Spanish Government on 12 March, our hotels remain closed until further notice.

During these days we have adopted measures to favor the teleworking of our team, which is responding via e-mail for both cancellations and amendments to all persons who have booked for this period.

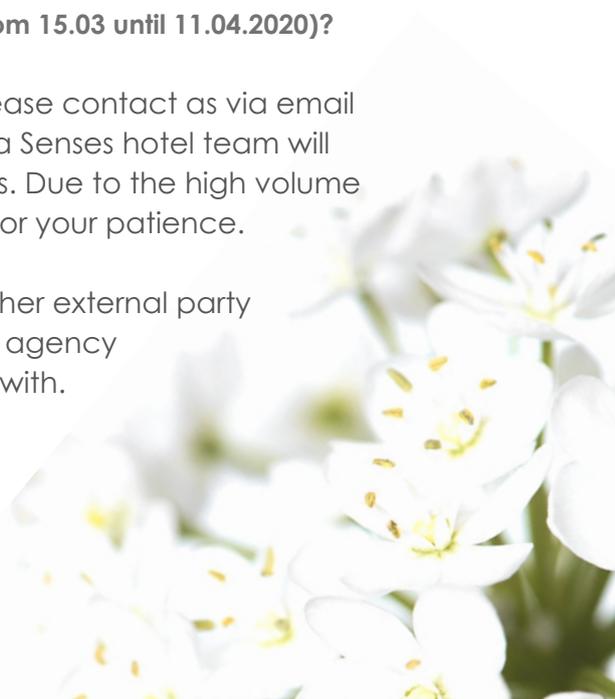
The date we have scheduled for opening is April 12th for all our establishments, and while everything is prepared for this to be the prudent thing to do in this situation is to reiterate that we will follow at all times the recommendations of the authorities of the country, and that their indications will finally depend on the start of the activity in our hotels.

That is why we have taken flexibility measures, so that our customers can make reservations with the confidence that they will be able to make changes free of charge if necessary.

What to do if you have a reservation for this period (from 15.03 until 11.04.2020)?

If you have booked directly through our website, please contact us via email at reservas@senseshotels.com and our Msh Mallorca Senses hotel team will contact you as soon as possible regarding next steps. Due to the high volume of requests, we would like to thank you in advance for your patience.

Also, if your booking has been made through any other external party rather than our official website, please contact your agency directly or the online portal you made your booking with. They will advise on the following steps.





Cancellation policy on non-refundable rates:

NON REFUNDABLE RATES: Booking amendment will be offered, without penalty charges. If the guest requires a total refund of their booking we will accept booking refunds for those travelling from 18/03/2020 until 11/04/2020.

REFUNDABLE RATES: The cancellation of all reservations will be allowed without charges.

Due to the high volume of requests, the team will contact guests with bookings for the period between 15th March and 11th April in the first instance. Those requests for reservations later than the above mentioned period will be responded afterwards.

**DON'T CANCEL YOUR TRIP,
CHANGE THE DATES**

AND LET'S SAVE TOURISM TOGETHER

#saveTourism

Thanking you for your understanding, and with the certainty that together we will overcome this situation and soon be happy to welcome you to our hotels and provide you with the best experience in Mallorca.

Sincerely,
Ana Nadal Vila
CEO MSH Mallorca Senses Hoteles

