



Warmest greetings from Angsana Vacation Club!

We trusted that you and your loved ones are staying safe during this challenging time and thank you for staying connected with us.

We would like to update you about our latest “2021 Club Relief Policies” to giving you a peace of mind for your next travel plan as follows:

**Flexible Booking Cancellation:**

We remain committed to offering you flexible booking cancellation policy at the Club’s property for giving you worry-relief on you travel plan as following details:

- Any existing booking you may have with us may be postponed to a later date without having to select a future day immediately, or cancelled altogether. There are no cancellation and amendment charges for changes made 24 hours before your arrival date, up to and including 30 April 2021.
- For new reservations arriving on or after 01 May 2021, Club’s rules and regulations of reservation will apply.

**Flexible Points Extension:**

While we understand that the impact is difficult to predict and may continue to affect your travel plan, your 2020 points expiry is contemplating for a further 12 months extension.

*\*Important note:*

*The adjustment on policies will be updated from time to time, depending on the situation, and in accordance with the latest release from our Group’s hotels.*

We value your membership and appreciate your patience and understanding during this challenging time. If you have any questions or providing more feedback, please contact your Lifestyle Membership Services executive. We wish you are safe, healthy and our team is committed in serving you during this time of uncertainty.

Angsana Vacation Club Heritage follows Banyan Tree Group’s primary mission to dedicate all our ongoing efforts to create Safe Sanctuaries for you to return to. Our Club resorts, and the hotels all over the world adhere to strict guidelines set by the World Health Organization in response to the global pandemic. With hope, travel will soon resume and we look forward to welcoming you back, rested and assured, through our doors.

Stay well and be healthy – We are with you,  
Angsana Vacation Club

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