



COVID-19 updates and cancellation policy

We're delighted to welcome you back to our hotels. One of our highest priorities is the health, safety and security of our guests. Read this page to learn how we're implementing enhanced cleaning protocols, monitoring the ongoing pandemic, and adjusting our policies in accordance.

Updated: March 8, 2021

Our commitment to health and safety

We are continuously monitoring and following the recommendations of the CDC, WHO, and local governments and health authorities in the countries in which we operate. This allows us to continue working towards providing the best service possible with the safety of our guests as one of our highest priorities.

Enhanced cleaning and disinfecting protocols

In collaboration with a team of experts at SGS, a leading inspection, verification, testing, and certification company, we have reviewed our existing health and safety processes and developed the Radisson Hotels Americas Safety Protocol. This in-depth cleanliness and disinfection protocol was designed to ensure your safety and peace of mind from check-in to checkout. The 20-step protocol for hotels and 10-step protocol for meeting and event spaces has been introduced and recommended to all of our hotel locations worldwide. Each of our hotels has also been equipped with resources on how to handle suspected and confirmed cases of COVID-19 and lockdown procedures for quarantining purposes.

Availability of amenities

The availability of food service, pools, fitness centers, and other amenities may be disrupted at our hotels. We apologize for any inconvenience this may cause. You can call your hotel in advance for the latest information on amenity availability. In accordance with governmental guidelines, some hotels may only be open to essential workers and can only be reserved by calling the property directly.

Our cancellation policies

We are continuing to update our global cancellation policy to offer you as much flexibility as possible when you're planning your next trip. Our policy is subject to local regulations and variations applicable to the hotel legal entity.

Bookings in the United States, Canada, Caribbean, and Latin America

Individual reservations, leisure groups, business groups, and meeting and events:

For reservations made on or after January 1, 2021, individual hotel cancellation policies in place at the time of booking apply. Please contact the hotel directly.

We recommend guests contact our call centers for urgent reservations (travel within the next 72 hours) or to modify or cancel their booking made on our website, app, or online form on our website.

Guests who booked through online travel agents or third-party travel professionals must contact their booking provider for any adjustments.

Radisson Rewards member updates

We appreciate our Radisson Rewards members and recognize the unique challenges COVID-19 has brought to traveling this year. We want to share updates on what we are doing to extend your Radisson Rewards benefits to show our thanks.

Point expiration suspension

We are currently pausing the expiration of Radisson Rewards points. Any points that were set to expire between March 1, 2020 and December 30, 2021 will now expire on December 31, 2021, if the account remains inactive.

Elite status extension

We have extended 2020 status through February 2022 for those whose status would have expired in February 2021. This means you will continue to enjoy all the Silver, Gold or Platinum member benefits you have access to today.

Elite earning roll over

All eligible nights and stays earned in 2020 will roll over to 2021 and be applied toward maintaining or increasing your Elite status in 2022.

e-Cert extension

e-Certs earned using the Radisson Rewards Visa® Card that were scheduled to expire between March 1, 2020 and November 30, 2021 can be redeemed through December 31, 2021.