



Dear Valued Customer,

I trust that you and your families and loves ones are all well.

I am taking the opportunity to write to you as we find ourselves in the sad situation of having all our hotels temporarily closed again, and I want to update you on what is happening in MedPlaya, and our plans for the reopening of our hotels and the coming year.

We were able to open 10 of our hotels this summer and we are very grateful to those customers who were able to, and chose to, stay in one of our hotels this summer. Providing an environment that allows you to spend precious holiday time with family and friends is what MedPlaya is all about, and we tried our best to make sure that all our guests had a great time with us during the summer months.

We are now waiting to reopen again as soon as we can and welcome everyone back. For the winter months tourism in Spain is very dependent on the international market and in particular the British market. Therefore we are not able to consider re-opening our hotels in Benidorm or the Costa del Sol until the current UK restrictions are lifted. The hotels need a certain level of guests staying with us to ensure the right services and facilities can be provided, and without the international market in winter, we cannot consider opening at this time.

However, as we know that in this current climate, things can move and change in a short space of time, so we are working very closely with our key sales partners to ensure that as soon as the international market has the travel restrictions amended, we will be able to open some of our hotels.

In the meantime we are taking full advantage of this period to carry out the various annual maintenance and housekeeping tasks that need doing in the hotels, whilst reviewing the results and feedback from this year to help with planning for next year.

The Hotel Pez Espada will be closed from January to March as planned, as we are renovating the bedrooms in the main building and also updating the bathrooms in our Club Rooms. We are very excited with the plans for the refurbishment and look forward to sharing those with you over the coming weeks.

The Hotels Rio Park, Regente and Calypso all opened up this summer as 4**** hotels after the refurbishment of last winter and the feedback from our guests has been very positive. The Hotel Agir Springs was already a 4**** and with the improvements carried out earlier this year, it is now a very modern and stylish hotel for a Benidorm break.

We will keep you updated of progress via our website and our Facebook pages. We know that 2021 will be a better year than 2020 and our staff are all very much looking forward to welcoming back and providing an excellent service to our guests. .

As we are now in autumn and winter approaches it is a good time perhaps to think about the sunshine of next year. We very much hope you will choose MedPlaya for your next hotel

Here is a special Promocode for a 10% discount for bookings on our website for stays between 01.04.21 and 30.09.21 in any MedPlaya hotel, valid for bookings made up to the 30th June 2021.

Promocode: MEDPLAYASOL21

I wish you and your families all the very best, and we look forward to welcoming you back to our hotels.

StaySafe and warmest regards,

Agustí Codina

President & Managing Director

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