

THE PENINSULA
PENCLUB

P R E F E R R E D T R A V E L A G E N C Y P R O G R A M M E

20 November 2020

Ms Mary Kleen
Director, Supplier Relations
Travel Edge
2 Queen Street East, Suite 600
Toronto M5C 3G7
Canada

Dear Mary

Throughout our history of nearly a century, The Peninsula Hotels has weathered many highs and lows. We believe it is our strong legacy, resilience, exceptional heritage and loyal partners like you that allows us to overcome adversity and emerge stronger together.

To express our appreciation of your continuous support over the years, we are delighted to confirm that your current PenClub status is extended until 31 December 2021. As such, you, your clients, and travel advisors will continue receiving a collection of exclusive value-added benefits.

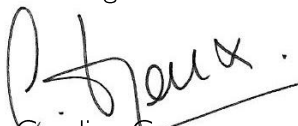
As an update, beginning 1 January 2021, guests at all Peninsula properties will be able to take advantage of Peninsula Time – a distinctive programme that allows for a fully flexible check-in and check-out experience. With Peninsula Time, guests can arrange to have their room ready as early as 6:00 am on their arrival date and check out as late as 10:00 pm on their departure date at no extra charge when they book directly or with their preferred travel advisor.

To continue to reward you and your clients, we are happy to announce that we will be adding a new PenClub value-added benefit from 1 January 2021, which is a guaranteed room to room or suite to suite upgrade at the time of booking. You will find the full details of all value-added benefits at www.peninsula.com/penclub or in the enclosed PenClub information kit.

We would like to take this opportunity to deeply thank you for your friendship and partnership during this unprecedented time. We look forward to continuing to work with you to tailor unique Peninsula moments for your clients and we look forward to welcoming them soon.

Should you have any questions or concerns, please do not hesitate to e-mail me at carolinegoux@peninsula.com or contact your PenClub contact at any one of our properties.

Best regards,



Caroline Goux
Vice President, Sales