

March 20, 2020



To Our Valued Guests,

For us, our guests are like family. We have celebrated weddings and graduations with you, provided support for you during important business meetings and conferences, or have simply been your home-away-from-home when you needed to get away.

The one thing we have always strived for is providing our guests with outstanding, one-of-a-kind experiences that are second to none. And in return you have honored us with your loyalty, for which we are eternally grateful.

The health and wellness of our staff and guests will always come first. As the current health crisis continues to severely impact the global and local Washington communities, we have found that we are unable to deliver the stellar service and maintain the superior hotel environment that you have come to expect from The Hay-Adams.

Therefore, we have decided to temporarily close our property on Saturday, March 21 in response to the growing threat of this pandemic and hope to welcome you back from Friday, May 1.

Room reservations and events during the March 21 to May 1 period will unfortunately be canceled and we will work with you to rebook your stay for a later date. Any questions and inquiries about rescheduling your stay or function with us can be directed to: (202) 638-6600 or to: [reservations@hayadams.com](mailto:reservations@hayadams.com).

Now more than ever, we want to express our sincere appreciation and commitment to each of you.

While this was a difficult decision, we felt it was our duty to you and our staff to take this temporary measure so we can reopen in the coming weeks, stronger than ever. We will continue to closely monitor the outbreak and make decisions based on guidance from federal and local officials. We will reopen our doors once we are able to guarantee your safe, excellent experience with us.

Future updates on our reopening will be posted on our website [www.hayadams.com](http://www.hayadams.com) and on our social media channels.

We treasure your loyalty and thank you for your understanding during this difficult time. We look forward to welcoming you back very soon.

Sincerely yours,

Hans Bruland  
Vice President & General Manager  
The Hay-Adams