



Dear Valued Guest and Tourism Partner,

Orion Hotels & Resorts Head Office will be closed from 26 March 2020, 13h00, and will reopen on 17 April 2020. During this period, we have taken measures to ensure that our business functions are able to continue to operate as efficiently as is possible.

CENTRAL RESERVATIONS OFFICE

Our central reservations team will be working from home, therefore, you will be able to plan your breakaway for the near future. Our reservations consultants will have limited connectivity via our telephone system, however, our email will be manned by the full team, which should ensure that we are able to respond to all requests in a timeously manner. We ask that you kindly make use of emails instead of calling, so we are able to ease congestion on the telephone line.

Central Reservations Email: reservations@orionhotels.co.za

Operating Hours: Monday to Friday from 08h00 to 17h00 (closed on weekends and public holidays)

HOTELS AND LODGES CLOSURE

All our Hotels will be closing from check out on the 26th of March until the 17th of April 2020. The closure may be extended depending on the state of the Nation and will be reassessed and communicated as and when it is required. All bookings in place during this period can be postponed to a later date at no additional charge or refunded.

SALES AND MARKETING TEAM

Our team is fully equipped to work remotely and will continue to operate in the normal manner. Please contact your regular Orion Hotels & Resorts sales or marketing contact for any of these needs. If you are unsure of who to contact, please refer to the below list:

Sales: salesinfo@orionhotels.co.za
 mandys@orionhotels.co.za

Marketing: antoinettek@orionhotels.co.za

We appreciate your understanding during this time and our entire Orion Hotels & Resorts team is fully committed to assisting you with all your travel needs.

Loving to have served you better today



Dr. Antoinette Gmeiner
Chief Executive Officer