



March 18, 2020

A note from trivago's CEO regarding COVID-19

Dear traveler,

We know there is a lot of uncertainty with the effects of the coronavirus (COVID-19) being felt around the world. Healthcare systems are reaching their limits and have even gone beyond – something we have not seen before. We are in uncharted territory as the news changes daily. As a global company of over 90 nationalities, our trivago team has family members and friends in some of the most heavily affected areas. For us, the well-being and safety of our global community is our first priority.

Please stay safe and reschedule unnecessary travel:

Social distancing has been recommended as the best measure to reduce transmission of the virus and enable our global health systems to cope.

We at trivago are following this critical recommendation and advise you to avoid any non-essential travel until the virus is under control.

The World Health Organization (WHO) recommends washing your hands frequently with soap or alcohol-based sanitizer, avoiding touching your face, and maintaining distance between yourself and anyone who is coughing or sneezing. If you feel sick, please seek medical attention and isolate yourself from others.

How to cancel a booking:

The quickest and best way to find out if your travel plans can be changed without a penalty will be to check the booking site directly. Any credit, refund or change will be at the discretion of the booking site. If you are unsure which site you booked with, you can find the travel provider's name and contact information on [your confirmation email](#). For more information on how to contact your booking site, read our full FAQ [here](#).

With so many travelers trying to change or cancel their bookings right now, our booking site partners are experiencing an unprecedented number of customer requests. To help ease the strain, many are temporarily prioritizing travelers with the most immediate needs and therefore focusing first on **trips happening in the next 7 days**.

If you have to travel:

At trivago, we are taking all necessary measures to help you stay up-to-date as it relates to ongoing travel restrictions. If you already have travel booked or are starting to consider future travel plans we want to equip you with the information you need, so that when it is safe to start traveling again, you can feel secure in your travel decision. The [Q&A section](#) of our website is up-to-date with relevant travel information so that travelers can stay informed.

Governments around the world have issued travel alerts impacting any entry by foreign nationals. You can find a list of all the travel restrictions [here](#). We encourage you to review The [World Health Organization \(WHO\)](#) website as they post up-to-date information about the outbreak, travel advice, and guidance.

We recognize that flexibility is key during times like this and if you do need to travel, free cancellation deals are available to you. On trivago, you can continue to browse deals and compare prices from the major booking sites, but it's important to note the travel restrictions in the destination you are searching for. Just be sure to double check the exact terms of cancellation on the booking site you choose. We want you to be able to make the decision to stay or go when the time is right for you.

Helpful Resources:

[International Air Transport Association \(IATA\)](#)

[US State Department](#)

[World Health Organization](#)

We have to work together to help our global community. On behalf of everyone at trivago, I want to thank you for the trust you put in us. Please stay safe.

Axel Hefer
CEO, trivago