



Press Release

Bali April 22nd 2010

Bali Hotels Try to Help Stranded Holidaymakers

Bali's professional association of star-rated hotels, the Bali Hotel Association (BHA) has called on its members to do all possible to assist holiday makers stranded in Bali due to European flight cancellations caused by the eruption of Mount Eyjafjallajokull in far-away Iceland.

The more than 100 Bali hotels who comprise BHA's membership have been urged to extend their Best Available Rate (BAR) to guest who contact hotels directly presenting proof that they are temporarily stranded in Bali waiting for European airspace to re-open. Guests experiencing unanticipated financial difficulties have been put in touch by hotel staff with their respective foreign consulates maintaining offices in Bali or with embassies in Jakarta.

BHA members have been asked not to impose any charge for re-booking Bali visitors who have been forced to cancel or delay their Bali holiday providing they rebook their Bali stay anytime before the end of 2010, subject to availability.

Some members were even more generous and extended in some cases free accommodation or waived cancellation fees – a great display of solidarity to stranded passengers when other destinations are bucking on the immediate surge in customers to hike their rates by more than 100%.

The impact on direct European flight cancellations in Bali have been limited and the situation is now going back to normal.

As of 22 April 2010, a quick survey conducted within members showed that the impact on business is limited with the number of new room nights generated by extension of stays together with stays that were postponed are leveled out by cancellations in a zero sum game.

Bali Hotels Association is proud to have been associated positively in a worldwide unprecedented disturbance and wish all the travelers and their families a quick return to normal.

Bali Hotels Association is a professional group of star rated hotels and resorts in Bali. Members include General Managers from more than 100 hotels and resorts in Bali that representing more than 15,000 hotel rooms and almost 30,000 employees in tourism.

For more information, please contact

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