



Press Release

Bali April 20<sup>th</sup> 2010

**Disruption caused by the Icelandic Volcano ashes**

**Bali Hotels Association shows empathy in a proactive move towards travelers affected by the disruption caused by the Icelandic Volcano ashes.**

Bali Hotels Association, representing more than one hundred hotels in Bali, stands together with the travelers affected by the disruption caused by the Icelandic Volcano ashes and, unlike other some destinations, does not wish to take advantage of the unfortunate situation.

It suggests great empathy towards all travellers and provides the following guidelines:

For passengers that need to extend their stay, the Best Available Rate (also known as BAR) should be proposed when requests are made directly to the hotel. For bookings that are made through a third party, contracted rates apply.

For passengers that can not come to Bali or will arrive later than original dates booked, BHA members are recommended to accept, at no charge, to re-book their stay (based on availability and rates during new requested period) until end of 2010.

Bali Hotels Association looks forward to a better situation that will allow all travelers to enjoy their trip to and from the island in a non disruptive environment.

**For more information, please contact**

Jean-Charles Le Coz

Chairman Bali Hotels Association

gm@nikkobali.com

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Secretariat Office: C/O PHRI Office at BALI TOURISM BOARD Building  
Jalan Raya Puputan 41 – Renon Denpasar 80235, Bali, Indonesia  
T. +62 361 227600 F. +62 361 246816 M. +62 818 350635  
Email: [info@balihotelsassociation.com](mailto:info@balihotelsassociation.com)