



Dear Valued Partner,

The past 18 months have presented unthinkable challenges for our industry and our global communities. Yet, we have come together as a united front to navigate and thrive in an ever-evolving environment. BWH Hotel Group® remains committed to being your dedicated travel partner in 2022 and beyond. We are ready to welcome your clients to our hotels, and we look forward to providing them with the superior customer care and lodging experience that they're seeking. BWH Hotel Group has always prioritized guest health and safety and was among the first in the industry at the onslaught of COVID-19 to roll out enhanced cleaning protocols with the launch of our *We Care Clean*™ program – which remains paramount at our hotels. With *We Care Clean*, our hotels address everything from guest room and common area cleanliness, to streamlined processes that minimize contact between guests and associates while maintaining the customer service you expect from our portfolio of hotels.

Our *We Care Clean* program is inspired by our brand's caring spirit, which has been at the heart of BWH Hotel Group since the very beginning. We have always prided ourselves on delivering industry-leading customer care at every turn of the customer journey, and we continue to do just. Among many other accolades, in 2021, we were recognized by Hotel Vikas with the "Highest Guest Satisfaction Reviews" award; SureStay Hotel Group® was named #1 in the Economy Segment in the J.D. Power 2021 North America Hotel Guest Satisfaction Study; and Best Western Premier® was named #2 in the Upscale Segment in the J.D. Power 2021 North America Hotel Guest Satisfaction Study.

In addition to our trusted and elevated service, BWH Hotel Group offers 18 distinct brands - from economy to luxury –to meet the needs of business and leisure travelers of all types. And with approximately 2,300 hotels in the U.S., BWH Hotel Group makes it easy for your clients to explore all that the vast and magnificent Western USA has to offer.

From the region's stunning vistas, charming small towns and hidden gems, to the region's iconic landmarks and dazzling big cities. Notably, many BWH Hotel Group properties are located nearby to the most popular national parks – which is ideal for those looking to visit attractions that are hugely important to American culture and heritage.

We look forward to working with you on curating a trip to the U.S. that will deliver an authentic and spectacular travel experience for your clients.

Built on the foundation of Best Western® Hotels & Resorts, an iconic hotel brand that boasts 75 years of legacy and experience, BWH Hotel Group is an award-winning global network of approximately 4,700 hotels located in over 100 countries and territories worldwide.

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