



March 19, 2020

To Our Entire Thayer Hotel Community and Family,

We are all facing an extraordinary and unprecedented situation. The Thayer Hotel leadership team, like the rest of the world, has been closely tracking new developments related to coronavirus (COVID-19) and has been in constant contact with the West Point Department of Public Health, West Point Leadership, the Department of Public Health for Orange County and the State. I am thankful to report that we have had no incidents of COVID-19 among our guests or staff community. However, out of an abundance of caution, and due to the “social distancing” recommendations from CDC and local and state health officials, **we have made the difficult decision to close The Thayer Hotel beginning noon on Thursday, March 19, 2020 and we anticipate reopening for guest arrivals on Wednesday, April 15, 2020.** This is our projected re-open date but we will continue to monitor the recommendations by public health officials and will adjust that date as necessary. We are looking forward to re-opening our doors for your visits and scheduled events quickly.

We will be refunding deposits for guests who have made deposits on reservations with us during this timeframe or, at your request, we will apply your deposit to future dates. If you have a reservation during this temporary closure, a reservation agent will be reaching out to you directly to discuss your options. Even during this time, we are here to answer your questions. Our reservations office is open 8am - 8pm, 7 days a week.

You can contact us at **845-446-4731, Ext. 1** or **reservations@thethayerhotel.com**.

For parents of the Class of 2020, West Point is currently still planning on holding graduation activities, your reservations are still in-tact, and we expect to be back in full-service before then. We will notify you as soon as we know if anything changes.

We are committed to keeping you abreast of changes as they develop. The Thayer Hotel has welcomed guests for almost 94 years and has been through challenging times before. We are confident that we will get through this together and look forward to welcoming you back to West Point and the Hudson Valley soon.

We are sending well-wishes for you and your family to stay healthy and safe during this difficult time.

Well Wishes,

Carlys L. Lemler | General Manager
West Point Class of 2001