

The Coronavirus:

Everything You Need to Know Today

Please read the following information provided by our global affiliate BCD Travel regarding the Coronavirus situation as of January 24, 2020.

What is the Coronavirus?

First identified in Wuhan in mid-December, the novel coronavirus (2019-nCoV) is in the same family of infections as severe acute respiratory syndrome (SARS) and Middle East respiratory syndrome (MERS). Human-to-human transmission of the virus is possible and confirmed cases outside of China are reported in Hong Kong, Macau, Japan, South Korea, Taiwan, Singapore, Thailand, the United States, and Vietnam.

How does the Coronavirus affect business travelers?

As a result of the escalating situation, various countries have introduced extra measures to reduce risk exposures to prevent wide-spread of the virus. Travelers can expect delays due to screening controls at airports, especially at border crossings with China.

The [World Health Organization](#) does not recommend any restriction of travel to China at this point.

Our Recommendations

For travel managers with employees traveling in or through China, we recommend that you:

- Monitor developments in the area via a trusted news source; the situation is evolving rapidly.
- Turn on and stay tuned to travel alerts in Christopherson's SecurityLogic.
- Refer to the U.S. Department of State's travel advisories.
- Work with your HR and security teams to establish appropriate guidelines for travel.
- Talk to your Christopherson travel advisor if you intend to delay or cancel your travel. Some airlines have implemented free cancellations or change of travel dates without additional charges.

As always, Christopherson is ready to assist you and your travelers through all the means at our disposal.

The Developing Situation

- The Chinese government has suspended outbound travel from Wuhan (airport, railway station, and other major forms of transportation) as of 10 a.m. on January 23, 2020.
- Several airlines have announced refunds for Wuhan-bound services. As of Jan. 23, these airlines included:

Air China	China Southern	Lucky Air	Suparna Airlines
Beibu Gulf Airline	China United Airlines	OK Air	Tianjin Airlines
Capital Airlines	Chongqing Airlines	Ruili Air	West Air
Cathay Pacific /Cathay Dragon	Colourful Guizhou Air	Scoot	Urumqi Air
Chengdu Airlines	Hainan Airlines	Shandong Airlines	Xiamen Air
China Airlines /Mandarin Airlines	Juneyao Airlines	Shenzhen Airlines	
China Eastern	Kunming Airlines	Sichuan Airlines	
China Express	Loong Air	Spring Airlines	

- China's state-owned railway company issued a notice allowing travellers who have purchased train tickets to or from railway stations in Wuhan to request a refund of their train tickets free of charge by midnight Jan. 24.
- Hilton announced on its official WeChat account that it will offer free cancellation of all bookings at all Hilton-branded hotels in Wuhan for stays on/before Feb. 2. with immediate effect. Guests from Wuhan can also cancel their bookings of all Hilton-branded hotels worldwide without any charges for stays on/before Feb. 2.
- Accor also announced on its official Weibo account that those who have booked Accor-branded hotels in the Greater China region for stays on/before Feb. 2 can contact the hotel to change their booking or to request a free refund.

The information here is provided for general information purposes only and should not be construed as legal advice. Neither Christopherson Business Travel nor BCD Travel provide advice or recommendations on the prudence of travel to an affected destination. We do, however, seek to provide pertinent information, allowing companies and travelers to make informed decisions regarding business travel.