COVID – 19: Shocking Unprecedented Downturn

Peak -> Free Fall -> Bottom -> Stay Alive Until 2025



May 20, 2020

Daniel H. Lesser President & CEO (212) 300-6684 x101 daniel.lesser@lwhadvisors.com www.lwhospitalityadvisors.com



Ten Year Increase of Rooms Revenue Metrics & Record 2019

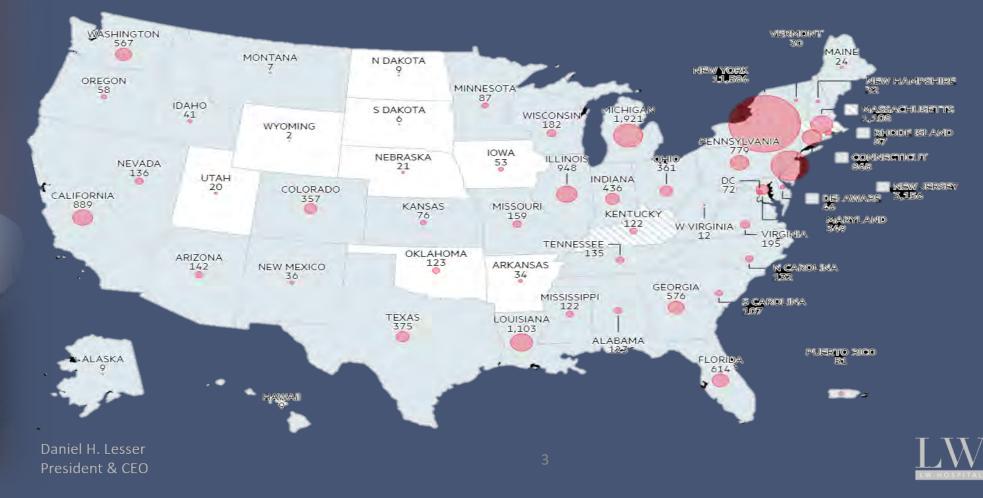
<u>U.S. Hotel</u> Performance	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Supply	▲ 2.6%	▲ 3.2%	▲ 2.0%	▲ 0.6%	▲ 0.5%	▲ 0.7%	▲ 0.9%	▲ 1.1%	▲ 1.6%	▲ 1.8%	▲ 2.0%	▲ 2.0%
Demand	▼ 1.9%	▼ 5.8%	▲ 7.8%	▲ 5.0%	▲ 3.0%	▲ 2.2%	4 .5%	▲ 2.9%	1 .7%	▲ 2.7%	▲ 2.5%	▲ 2.0%
Occupancy	▼ 4.4%	▼ 8.7%	▲ 5.7%	4 .4%	▲ 2.5%	▲ 1.5%	▲ 3.6%	1 .7%	▲ 0.1%	▲ 0.9%	▲ 0.5%	FLAT
ADR	▲ 2.7%	▼ 8.8%	V 0.1%	▲ 3.7%	4 .2%	▲ 3.9%	4 .6%	4 .4%	▲ 3.1%	▲ 2.1%	▲ 2.4%	▲ 1.0%
RevPAR	▼ 1.8%	▼16.7%	▲ 5.5%	▲ 8.2%	▲ 6.8%	▲ 5.4%	▲ 8.3%	▲ 6.3%	▲ 3.2%	▲ 3.0%	▲ 2.9%	▲ 0.9%

2019 U.S. Hotel Profits At All-time High



Coronavirus has spread to all 50 states in the U.S.

> 1.5 million cases and > 92,000 deaths confirmed in the nation (as of 052020)



Been There, Done That, Doing It Again





U.S. Lodging Industry 2020 Stay Alive Until '25

Investment Cycle – COVID-19 Version

March 2021 and Beyond THE NEW NORMAL

- Viral treatments improving / vaccine timeline more clear
- Business activity reflects the new normal
- Growing efficiency in capital markets
- Normalized investment sale market
- Distressed debt market is active
- Strategic and portfolio sale activity begins to re-occur

November 2020 to February 2021 SURVIVE THE WINTER

- Potential for virus resurgence
- Seasonality challenges for travel
- Growing pressure on owners
- Increased investment sales
- Increased distressed debt
- Active rescue capital market
- Debt markets begin to normalize
- Increased M&A Activity

· · H · H · M · K

We are here

March 2020 to July 2020 *KICKING THE CAN*

- 90-120 day forbearance
- Heavy focus on asset management initiatives
- Whole loan sales focused on performing loans
- Investment sales limited to strategic sales with clear use of proceeds
- Illiquid / choppy debt capital markets

August 2020 to October 2020 "COME TO JESUS"

- Markets begin to re-open
- Valuation metrics become more clear
- Complex loan restructuring begins
- Emergence of rescue capital
- Refinancing market becomes more active
- Investment sales of most distressed assets
- Increasing loan sale activity

ROBERTDOUGLAS MARKET PULSE MAY 7, 2020

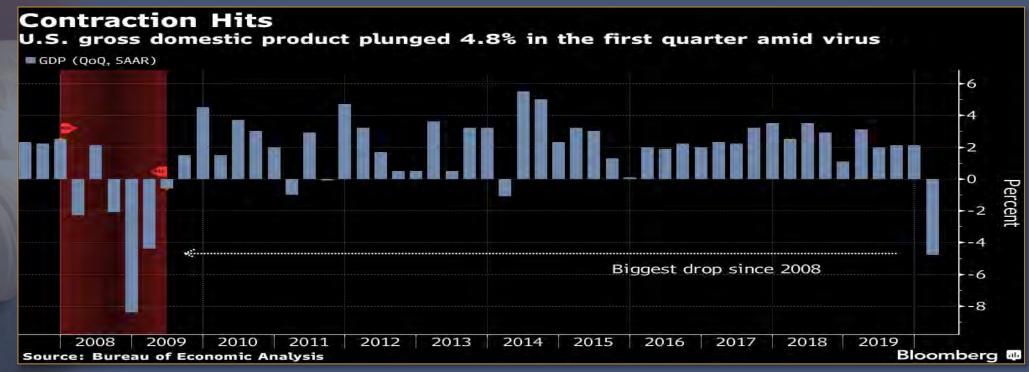


U.S. Economy Shrinks at 4.8% Pace, Signaling Start of Recession

By Katia Dmitrieva

April 29, 2020, 8:35 AM EDT Updated on April 29, 2020, 10:08 AM EDT

Bloomberg







Daniel H. Lesser President & CEO

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2020 Compared With Same Period 2019 U.S. Hotel Market RevPAR Percent Change

January	2.2%		February	1.7%							
March 1 - 7	-11.6%	March 8 - 14	4 -32.5%	March 15 - 2	-69.5%	March 22 - 2	28 -80.3%	Mar 29 - Apr	4 -81.6%	April 5 - 11	-83.6%
San Francisco	-45.5%	Seat	tle -66.1%	San Francis	co -89.3%	New Orlea	ns -92.8%	Oal	nu -93.7%	Oahu	-94.0%
Anahein	-41.8%	San Francis	-63.3%	New Yo	ork -86.5%	Orlan	do -90.6%	Orland	lo -92.1%	San Francisco	-93.5%
Seattle	-34.8%	New Yo	ork -54.6%	New Orlea	ns -86.5%	Mia	mi -90.5%	New Orlea	ns -90.6%	Orlando	-92.4%
New Yor	-20.3%	Boste	on -48.9%	Orland	do -84.9%	Oa	hu -90.0%	San Francis	<i>-90.1%</i>	Boston	-92.4%
Orlando	-16.8%	Orland	do -46.3%	Anahe	im -84.6%	San Francis		Minneapo	lis -90.0%	New Orleans	-91.7%
Atlante	-15.1%	Anahe	im -45.8%	Boste	on -82.4%	Anahe	im -88.6%	Anahei	m -89.6%	Minneapolis	-90.7%
Miam	i -10.4%	San Die	go -44.5%	Seat	tle -81.6%	Bost	on -88.1%	Bosto	on -89.0%	Miami	-90.2%
	April 12 - 18	-79.4%	April 19 - 25	-78.4%	April 26 May	2 -76.8%	May 2 0	-74.4%	May 10 - 16	-73.6%	
	1		•		April 26 - May 2		May 3 - 9		,		
	Oahu		Oahu	-92.1%	Oahu		Oahu		Oahu		
	Orlando	-92.0%	Orlando	-90.8%	Orlando	-89.9%	Orlando		Boston	-90.9%	
	San Francisco	-91.0%	Boston	-88.3%	Boston	-89.6%	Bostor	-89.5%	San Francisco	-87.7%	
	Miam	i -89.3%	Nashville	-88.2%	New Orleans	-89.1%	San Francisco	-87.8%	Washington, DC	-87.0%	
and the second se	Boston	-89.3%	Miami	-88.2%	Nashville	-87.8%	Miam	i -86.5%	Chicago	-85.9%	
	New Orleans	-88.8%	San Francisco	-87.5%	San Francisco	-87.3%	New Orleans	-85.7%	New Orleans	-85.0%	
	Nashville	-87.9%	New Orleans	-87.4%	Washington, DC	-86.8%	Washington, DC	-85.5%	Nashville	-84.6%	

Compiled by LW Hospitality Advisors®; Data Source: STR®



2020 Compared With Same Period 2019 U.S. Hotel Market RevPAR

Atlanta	I	San Dieg	0	New Yor	k	Seattle		Anahein	n	Minneap	olis
Period	% Change										
March 1 - 7	-15.1%	March 1 - 7	-11.3%	March 1 - 7	-20.3%	March 1 - 7	-34.8%	March 1 - 7	-41.8%	March 1 - 7	-13.6%
March 8 - 14	-27.8%	March 8 - 14	-44.5%	March 8 - 14	-54.6%	March 8 - 14	-66.1%	March 8 - 14	-45.8%	March 8 - 14	-34.6%
March 15 - 21	-72.2%	March 15 - 21	-77.0%	March 15 - 21	-86.5%	March 15 - 21	-81.6%	March 15 - 21	-84.6%	March 15 - 21	-76.1%
March 22 - 28	-80.2%	March 22 - 28	-82.3%	March 22 - 28	-87.8%	March 22 - 28	-85.5%	March 22 - 28	-88.6%	March 22 - 28	-83.8%
Mar 29 - Apr 4	-81.4%	Mar 29 - Apr 4	-83.3%	Mar 29 - Apr 4	-88.6%	Mar 29 - Apr 4	-84.1%	Mar 29 - Apr 4	-89.6%	Mar 29 - Apr 4	-90.0%
April 5 - 11	-84.5%	April 5 - 11	-83.2%	April 5 - 11	-85.7%	April 5 - 11	-82.8%	April 5 - 11	-89.8%	April 5 - 11	-90.7%
April 12 - 18	-77.8%	April 12 - 18	-82.8%	April 12 - 18	-83.9%	April 12 - 18	-78.3%	April 12 - 18	-87.8%	April 12 - 18	-83.5%
April 19 - 25	-77.5%	April 19 - 25	-80.3%	April 19 - 25	-77.6%	April 19 - 25	-83.0%	April 19 - 25	-85.7%	April 19 - 25	-85.4%
April 26 - May 2	-74.6%	April 26 - May 2	-78.4%	April 26 - May 2	-77.9%	April 26 - May 2	-83.2%	April 26 - May 2	-83.7%	April 26 - May 2	-85.0%
May 3 - 9	-71.8%	May 3 - 9	-72.1%	May 3 - 9	-77.7%	May 3 - 9	-83.6%	May 3 - 9	-80.6%	May 3 - 9	-82.3%
May 10 - 16	-73.1%	May 10 - 16	-74.7%	May 10 - 16	-80.5%	May 10 - 16	-82.4%	May 10 - 16	-78.8%	May 10 - 16	-82.8%

Miami		New Orlea	ans	San Franci	sco	Boston	l	Orlando		Oahu	
Period	% Change										
March 1 - 7	-10.4%	March 1 - 7	-25.8%	March 1 - 7	-45.5%	March 1 - 7	-8.8%	March 1 - 7	-16.8%	March 1 - 7	-10.6%
March 8 - 14	-33.1%	March 8 - 14	-41.8%	March 8 - 14	-63.3%	March 8 - 14	-48.9%	March 8 - 14	-46.3%	March 8 - 14	-21.2%
March 15 - 21	-74.1%	March 15 - 21	-86.5%	March 15 - 21	-89.3%	March 15 - 21	-82.4%	March 15 - 21	-84.9%	March 15 - 21	-56.7%
March 22 - 28	-90.5%	March 22 - 28	-92.8%	March 22 - 28	-89.1%	March 22 - 28	-88.1%	March 22 - 28	-90.6%	March 22 - 28	-90.0%
Mar 29 - Apr 4	-86.9%	Mar 29 - Apr 4	-90.6%	Mar 29 - Apr 4	-90.1%	Mar 29 - Apr 4	-89.0%	Mar 29 - Apr 4	-92.1%	Mar 29 - Apr 4	-93.7%
April 5 - 11	-90.2%	April 5 - 11	-91.7%	April 5 - 11	-93.5%	April 5 - 11	-92.4%	April 5 - 11	-92.4%	April 5 - 11	-94.0%
April 12 - 18	-89.3%	April 12 - 18	-88.8%	April 12 - 18	-91.0%	April 12 - 18	-89.3%	April 12 - 18	-92.0%	April 12 - 18	-94.0%
April 19 - 25	-88.2%	April 19 - 25	-87.4%	April 19 - 25	-87.5%	April 19 - 25	-88.3%	April 19 - 25	-90.8%	April 19 - 25	-92.1%
April 26 - May 2	-84.6%	April 26 - May 2	-89.1%	April 26 - May 2	-87.3%	April 26 - May 2	-89.6%	April 26 - May 2	-89.9%	April 26 - May 2	-93.5%
May 3 - 9	-86.5%	May 3 - 9	-85.7%	May 3 - 9	-87.8%	May 3 - 9	-89.5%	May 3 - 9	-90.3%	May 3 - 9	-91.2%
May 10 - 16	-83.7%	May 10 - 16	-85.0%	May 10 - 16	-87.7%	May 10 - 16	-90.9%	May 10 - 16	-84.6%	May 10 - 16	-91.2%

Compiled by LW Hospitality Advisors®; Data Source: STR®



U.S. Lodging Industry 2020 Astonishing Metrics

Total U.S. Forecast

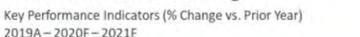
Key Performance Indicators 2019A – 2020F – 2021F



Metric	2019 Actual	2020 Forecast	2021 Forecast
Occupancy*	66.1%	35.8%	52.1%
ADR	\$131.11	\$102.83	\$104.58
RevPAR*	\$86.66	\$36.84	\$54.53

*Reflects economic methodology, which assumes no temporary hotel closures.

Total U.S. Forecast - % Change



Metric	2019 Actual	2020 Forecast	2021 Forecast
Supply	+2.0%	-5.2%	+7.7%
Economic Supply*	+2.0%	+1.4%	+2.5%
Demand	+2.0%	-45.0%	+49.1%
Occupancy*	-0.1%	-45.8%	+45.5%
ADR	+0.9%	-21.6%	+1.7%
RevPAR*	+0.9%	-57.5%	+48.0%

*Reflects economic methodology, which assumes no temporary hotel closures.

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The New York Times

No Trading Floor? No Problem. A Financial Firm Quarantines at the Four Seasons.

Shutdown orders in New York and Chicago prompted Citadel Securities to set up a makeshift trading floor at the resort in Palm Beach, Fla.

THE WALL STREET JOURNAL.

English Edition
April 28, 2020 Print Edition Video

Virtually empty of travelers, hotels around the world are pitching their rooms as temporary offices for workers craving peace and privacy

Had Enough of Working from Home? Try a Hotel Room.

By Julia Echikson and Patricia Mazzei

April 7, 2020

26



Empty hotels 'keep the lights on' by converting into coronavirus quarantines, emergency housing for first responders

William Feuer MEMMA_NEWBURGER



ED. APR & 2020-7:01 AM EDIT I UPDATED WED. APR & 2020-12:58 PM EDI

San Francisco Lawmakers Order Mayor To _ease Hotel Rooms For Homeless

oril 15, 2020 · 2:00 AM ET



G 🖸 🖓 🖓 🚱 Four Seasons offers free stay for

NEW YORK POST

Interim Uses

medical workers fighting coronavirus March 25, 2020 | 3:47pm



5 CHICAGO CORONAVIRUS

Chicago Uses Hotels for Quarantine to Ease Hospital Demand

By Kathleen Foody • Published March 26, 2020 • Updated on March 26, 2020 at 5:49 am



Liquidity Is Lifeblood To Staying Alive

Hersha Hospitality Trust Provides Additional Update on Portfolio Related to COVID-19 April 6, 2020 8:06 am ET	Baird Equity Research Global Hotel Brands April 14, 2020 Marriott International, Inc. (MAR) \$1.6 Billion Bond Offering Eases Near-Term Liquidity Constraints
Hilton Draws Down \$1.75 Billion Credit Line to Ease Virus Hit By <u>Gillian Tan</u> March 11, 2020, 2:38 PM EDT <i>Updated on March 11, 2020, 6:00 PM EDT</i> Bloomberg	BRIEF-Marriott International Announces New \$1.5 Bln 364-Day Revolving Credit Facility Commitment
Park Hotels & Resorts Revamps Credit Facilities The giant hotel REIT has bolstered its financial situation, in part through extended maturities on its \$1 billion line of credit.	Hyatt Hotels Corporation (H) April 22, 2020 BAIRD Another Day, Another Hotel Brand Bond Deal; \$900 Million of Debt Raised
Chatham Lodging Trust Executes Credit Facility Amendment Published: May 6, 2020 at 5:05 p.m. ET Market Wortch Provides Ample Liquidity and Relieves Key Covenant Requirements	Hotels group Accor secures 560 mln euros credit line, sees some signs of recovery

U.S. Lodging Industry 2020 Cash Is KING!



Home + Hotels + Resorts

Marriott's Gift Cards Are 20% Off Right Now and Require No Commitment to Location or Date (Video)

The gift cards can be used at any Marriott locations around the world and partner brands including the EDITION, Moxy, Ritz Carlton, St. Regis, Aloft, and JW Marriott.

BY CAILEY RIZZO MAY 12, 2020

Hotels roll out new initiatives designed to boost reservations and cash flow

Marriott Gets \$920 Million in Card Deals With AmEx, Chase

By <u>Patrick Clark</u> and <u>Jennifer Surane</u> May 5, 2020, 7:45 AM EDT *Updated on May 5, 2020, 9:40 AM EDT*

Hilton Selling \$1 Billion Loyalty Points to American Express

By <u>Patrick Clark, Molly Smith</u>, and <u>Jennifer Surane</u> April 16, 2020, 9:46 AM EDT *Updated on April 16, 2020, 10:20 AM EDT*

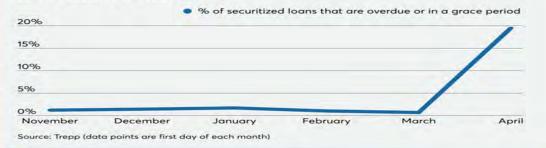


Bloomberg



Braced For Rise In Loan Defaults & Delinquencies

AMERICAN BANKER.	POLICY & REGULATION	TECH	BANKTHINK	EVENTS	MORE
As hotels si up	t empty, loar	ı de	linquer	ncies	pile
By Jan Prior			م	pril 24, 2020, 3:3	1 p.m. EDT
Trouble at t Missed payments on ha slow the spread of the c	otel loans have soared since the	e econom	ny was largely shu	ut down to	



Coronavirus Puts \$11 Billion of Looming CMBS Hotel Loan Maturities at Risk

CoStar Analysis: Los Angeles, San Diego and Orlando Among Markets With Highest Potential for Default April 02, 2020

The coronavirus pandemic is threatening about \$11 billion of commercial mortgage-backed security loans coming due in the next six months, according to new CoStar analysis. The loans are backed by more than 1,500 U.S. hotel

COMMERCIAL OBSERVER LEASES ~ FINANCE ~ SALES ~ DESIGN + CONSTRUCTION ~ Wave of Hotel CMBS Portfolio Deals Begins Crashing Into Special Servicing

MACK BURKE APRIL 16, 2020 1:36 PM

Three massive CMBS hotel portfolio loans, covering 186 hotels with a total outstanding balance of about \$2 billion, were among the largest to be transferred into special servicing so far this month, Commercial Observer reported citing Trepp. Single-borrower transactions backed by only hotels have been the hardest hit of all.

Stay of Execution: COVID-19 Has Hotel CMBS Backed into a Corner

A flailing hotel sector has CMBS borrowers and servicers staring down a critical juncture

BY MACK BURKE APRIL 3, 2020 10:39 AM





U.S. Lodging Industry 2020 Litigation Is On The Rise



Pandemic ignites battle over unpaid wages at Manhattan hotel

City's largest hotel manager, powerful union and big private equity owner in three-way dispute

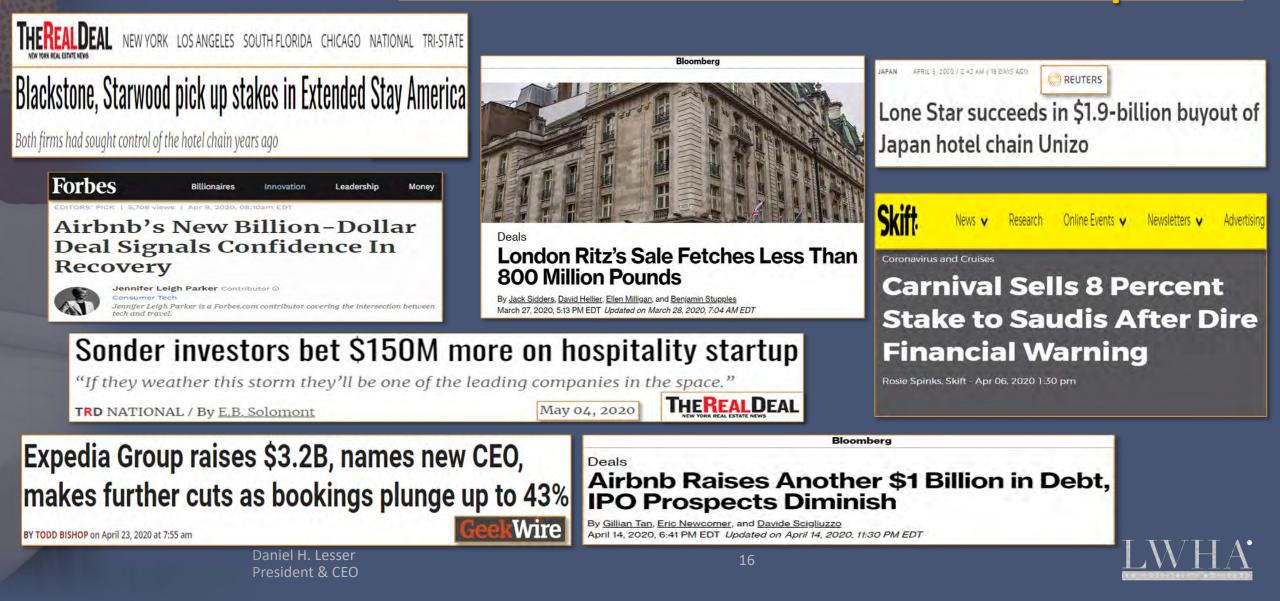
TRD NEW YORK / By Rich Bockmann

April 20, 2020 05:21 PM





U.S. Lodging Industry 2020 Investors Swoop In



The Million Dollar Question



An opinion expressed in terms of money, at which the property would change hands between a willing buyer and a willing seller, neither being under any compulsion to buy or to sell and both having reasonable knowledge of relevant facts, as of a specific date.





U.S. Lodging Industry 2020 Awaiting Price Discovery

"Our values are moving, but they're not moving nearly to the extent equity markets."

"We really don't understand the full impact of what's going on."

"You need to have a long-term outlook."

"This is a crisis that will pass. We don't know where we and I'm not going to make guesses about how bad this is going to be."



While debt will grow cheaper with the crisis, NOI risks lurk.

By Les Shaver | March 06, 2020 at 07:23 AM

After watching the equity markets lose more than 10% of value and seeing the general panic about the novel Coronavirus last week, Michael Episcope and David Scherer, principals of

Chicago-based Origin Investments, decided to send out a letter to their investors. The good





U.S. Lodging Industry 2020 2001 Data Point



Daily market intelligence on mortgages, equity raising, investment sales, and CMBS.

Tuesday, 20 November 2001

Security Capital to Sell Homestead Chain to Blackstone for \$740Mln

font size 💿 Print Email

November 21, 2001

Security Capital Group will sell its Homestead Village Inc. chain of extended hotels for \$740 million to the Blackstone Group – that's \$160 million less than what the group agreed to pay before Sept. 11, The Wall Street Journal reported.

At the same time, Security Capital also agreed to accept a note from Blackstone for \$115 million of the price, the newspaper reported.

Blackstone plans to finance the rest of the transaction with equity and \$400 million in mortgage securities that will be issued by Bear Stearns & Co., the Journal reported. Blackstone also will assume about \$145 million in Homestead debt.

The average occupancy of Homestead Villages' 111 hotels has fallen to about 73 percent from 80 percent before Sept. 11.





CMBS Structures Need Major Overhaul

BISNOW CITIES EVENTS JOBS CAREER DEVELOPMENT ABOUT

United States News > National Real Estate News

News

INTRODUCING: BISNOW WEBINARS

Vational Capital Markets

'Father Of CMBS' Ethan Penner Says CMBS Structures Need Major Overhaul

April 9, 2020 | Kerri Panchuk, Bisnow Dallas-Fort Worth 🖂

"CMBS back in that early period was built to fill a void," Penner said. "There was a massive void. Real estate borrowers back in the early 1990s had no access to even first-mortgage capital."

Turning CMBS into a vehicle that can easily steer through market rises and disruptions was not in the cards in the '90s even though Penner believes it should be in the cards going forward.

"CMBS was born out of necessity, and I think there were shortcomings," Penner said.

"When you rapidly create something to fill a void and serve a need, it's not perfected. And, I think the CMBS model that was built in the early 1990s had certain imperfections built into it that are still limiting factors to making [CMBS] its best version and its full value proposition."

The biggest flaw in CMBS is borrowers have little ability to create short-term solutions to sudden liquidity freezes or market downturns like the COVID-19 crisis, Penner said.

While traditional borrowers have lenders to call for modifications and work-out solutions to buy them valuable time, CMBS borrowers often find themselves in downturns without a sympathetic ear to listen.

"CMBS doesn't facilitate that, there is no lender to talk to," Penner said. "There is a master servicer, who as long as the loan is not in default, is your go-to relationship. But that's not really a relationship that is going to be fruitful for you if you're the owner."



U.S. Lodging Industry 2020 Where We Are Now

- Sponsors and managers:
 - In defense positioning and particularly company's with exposure to real estate.
 - Bolster liquidity, mitigate cash burn, and position hotels for a relatively low occupancy environment for the remainder of the year.
- Lodging debt markets are generally paused, particularly CMBS and Debt Funds which are halted due to illiquidity in the commercial mortgage bond market.
- Existing lenders are generally accommodating 60 to 90-day interest accruing forbearance agreements, however, expect increased early-stage transaction activity, including: short sales, loan sales, foreclosure sales, and discounted loan payoffs (DPO).
- Private markets flush with capital in offense and poised to take advantage of the dislocation.





U.S. Lodging Industry 2020 Where We Are Now

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Hotel Brands Have Offered Significant Fee Relief to Franchised Hotels

Major global hotel brands have implemented a number of fee reductions and relaxed several brand standards and initiatives amidst the coronavirus outbreak.

	Alarriott	Hilton	IHG	HYAIT
Fee Relief	 S0.0% credit for the fixed portion of the PSF for April and May, with payment deferred until 9/1/20 ~60.0 - 70.0% reductions in shared services costs, including RMAS and Field Marketing 	RMCC hotels – 50.0% fee reduction for 90 days for any hotel with occupancy c 50.0% over that time period Suspended RMCC hotels will receive a 75.0% fee reduction while out of operation Temporary suspension of guest assistance intervention fees	 Fee relief and fee deferral options from 3/1/20 – 5/31/20 (excluding Kimpton Hotel & Restaurants), including: Services contribution: 50.0% discount through 5/31 and deferrable for 30 days Technology fee: 25.0% discount through 5/31 10.0% discount on royables (franchised) or base & imf fees (managed) 	 Centralized Revenue Management Fee (applicable to all select-service properties participating in Hyatt's CRM services): 50% relief in April and May or \$775 per month
Cycle Renovations	Deferring all cycle renovations that are due in 2020 by one year	Awaiting announcement	Mid-cycle renovations are deferred until 1/21	Deferring all cycle renovations that are due now through 6/30/21
FF&E	 Waiving required funding of FF&E reserves for six months with ability to borrow FF&E for working capital needs, with lender consent as needed 	Does not have an FFE& reserve in franchise agreement	 Waiving FF&E and Capital reserve requirements through 12/31/20 	Deferring FF&E deposits for the remainder of 2020. Hotels may use the amounts on deposit in replacement funds to cover general operating expenses, which may be subject to lender approval
Brand Standards / Initiatives	Guest Satisfaction Surveys (GSS) will be suspended for Wave 1, 2020 (1/1 - 6/30) Deferred all brand and global initiatives With only mission-critical areas continuing, specific to necessary system maintenance and cyber security efforts Mobile Key deployment has been extended suft in 2/21 and the Associate Alert Device deadline for compliance has been extended to the end of 21, unless required by law or collective bargaining agreement	 SALT scores have been suspended Reassessing compliance dates for technology refreshes, as well as suspending all OnQ refreshes for at least 60 days Deferring the launch of several product initiatives as well as extending compliance dates until further notice Several brand standards have been temporarily relaxed including hotel shuttle service, dry cleaning and laundry service, newspaper service, removing nom-essential amenities and in-room services 	LOVE scores remain in operation HG will defer the publication of any new standards until 11/20 Relaxing brand standards in multiple areas, including F&B Operations, Training, Technology and Loyalty, with some compliance dates extended to later this year and others into 2021	 All brand initiatives with budgetary implications will be postponed for the remainder of 2020 Temporarily suspended HySat in-stay and post-stay global guest experience surveys, as well as meeting planner satisfaction surveys For notels with temporarily suspended operations: post-stay surveys will restart upon resuming business operations For operating hotels – HySat surveys will restart on 5/31/20
Audits and PIPs	Brand Standard Audit (BSA) activities are paused until 6/30/20. This includes BSAs as well as audits for beverage and experiential; will continue to monitor food safety protocols	 For any items due in 2020 - there is a potential to extend by 12 months (owners should contact their PIP editor). All other items will be addressed on a case-by-case basis While QA remains incredibly important during this time, Hilton will adjust the frequency to accommodate the current business climate; QA penalties waived for 2020 	 Any PIP milestone dates due between now and 12/31/20, will get a nine month extension to that due date Suspending in-person quality evaluations. IHG is currently designing virtual touchpoints to support cleanliness and brand safety standards until 6/30/20, and there will not be any quality-related fees associated with this virtual approach 	 Will suspend formal brand standard audit activities for 2020, and will suspend PIPs, as approved by Hyatt, through 12/31/20
Meetings and Trainings	Paused all mandatory, in-person, off-site training classes and will instead leverage Digital Learning Zon	All in-person trainings will be put on hold until after June. In the meantime, Hilton is encouraging all Team Members who require training to do so via Hilton University online where appropriate	IHG will suspend all in-person training and move to all virtual training sessions. Cancellation fees will be waived for current registered courses, and the training credit standard for hotels will be reduced by 25%	Suspended all in-person and off-site Hyatt meetings and training classes, and will instead leverage Hyatt connect and digital training tools to conduct all mandatory and recommended training

April 23, 2020 Baird Equity Research Real Estate

BAIRD

Real Estate: Hotel REITs

Hotel Check-In: A Real-Time Debt Modification Example

Procaccianti Hotel REIT, a public, non-traded REIT, disclosed via Form 8-K modifications to two loans documents. We believe the filing provides a real-time data point on how lenders and borrowers are working together to find amicable solutions in today's challenging operating environment. We expect lenders (banks) to provide near-term flexibility and covenant relief for borrowers; however, the big wildcard remains how CMBS servicers and bondholders will respond. We summarize modifications to the loans below (link).

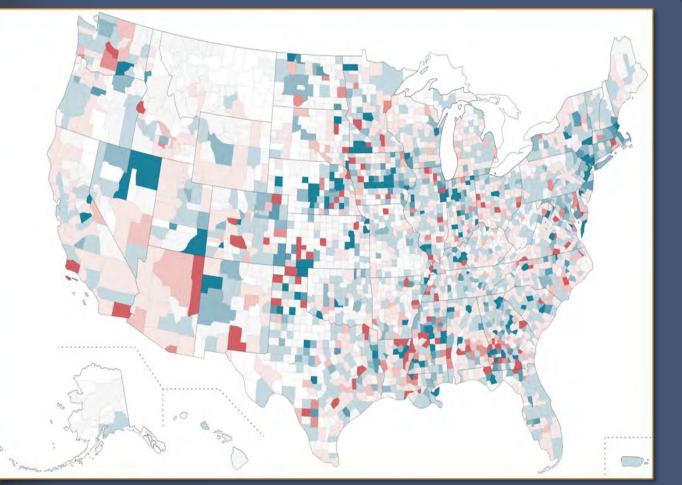
Loan 1 – Hotel Indigo Traverse City, MI (107 rooms):

- Lender = Citizens Bank
- Interest-only payments due April 1, May 1, and June 1, have been deferred, will
 not accrue interest, and will be due and payable in full on or before June 30, 2021.
- Regularly scheduled interest payments will recommence on July 1, 2020.
- The minimum required debt service coverage ratio has been waived for the period from January 1, 2020, through June 30, 2021.
- Loan 2 Hilton Garden Inn Providence, RI (137 rooms):
 - Lender = East Boston Savings Bank
 - Interest-only payments for the next six months (beginning with the payment scheduled for April 2020) will be deferred for twelve months from the date that each payment was originally due.
 - All financial covenant tests will be waived until the year ending December 31, 2021.



U.S. Lodging Industry 2020 The Road Back





It Ain't Over Till It's Over

Coronavirus in the U.S.: Where cases are growing and declining

UPDATED MAY 15, 2020, 12:13 P.M. E.T.





In Many Ways We Have Seen This Movie Before

Host Hotels CEO: Group Business Travel Will Be Last to Recover But Remains Key to Industry

Mnuchin Says International Travel May Have to Wait Until 2021











U.S. Lodging Industry 2020 Challenges

	U.S. Economy Adds to Grim Records, Signaling Yearslong Recovery May 15, 2020
Delta to retire Boeing 777s pandemic dims outlook for international travel MAY 14 2020	Buffett says he dumped entire stake in airline-sector stocks: 'The world changed for airlines' amid coronavirus ublished: May 3, 2020 at 1:39 p.m. ET Wark DeCambre was wrong about that business,' Warren Buffett says of decision to unload stocks in United. American, Delta and Southwest Airlines
Worst Property Debt Crash in Ye Looms for Workout Specialists By John Gittelsohn May 5, 2020, 1:00 PM EDT	 'Airlines are way behind': Hilton CEO says hotels more likely to recover faster from coronavirus David Oliver USA TODAY Published 1:28 p.m. ET May 7, 2020 Updated 10:24 a.m. ET May 8, 2020
Empty US hotels increase pressure on o investors	 COVID-19 puts \$11b of CMBS loan maturities at risk
Daniel H. Lesser	1.10 J

Daniel H. Lesser President & CEO 26

U.S. Lodging Industry 2020 **More Challenges**

Las Vegas workers push back after mayor's call to reopen casinos and hotels

"We're not test subjects. We're people. We are employees," said a bartender.



April 22, 2020

'We can't go back to the way things were before.' Pandemic job actions offer hope for renewed labor movement

Across the country, the unexpected front-line workers of the pandemic – grocery store workers among them - are taking action to protect themselves.

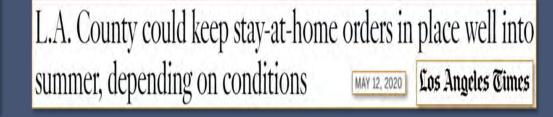
Nicholas Riccardi and Dee-Ann Durbin Associated Press Published 3:58 p.m. ET Apr. 28, 2020 | Updated 5:06 p.m. ET Apr. 28, 2020





The \$2 trillion relief package makes unemployment pay more than work

BY STEPHEN MOORE AND PHIL KERPEN, OPINION CONTRIBUTORS - 03/31/20 07:00 PM ED THE VIEWS EXPRESSED BY CONTRIBUTORS ARE THEIR OWN AND NOT THE VIEW OF THE HILL 541 COMMENTS



Reopening the US: States relax rules, but some could return to stay-athome orders if coronavirus cases surge





Scientists Found Something Absolutely Stomach-Turning in These Hotel Rooms

The discovery of large amounts of bacteria in a scientific sampling of hotel rooms raises concern about their safety.

Bedbugs reported in some of NYC's swankiest hotels

By LEONARD GREENE NEW YORK DAILY NEWS | FEB 08, 2016 | 9:49 PM **DAILY**eNEWS

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11 Totally Gross Facts About Hotel Rooms You Probably Didn't Know, Because They Are Dirtier Than You Think

BUSTLE

By CAROLYN STEBER | Feb. 8, 2017 |

Daniel H. Lesser President & CEO

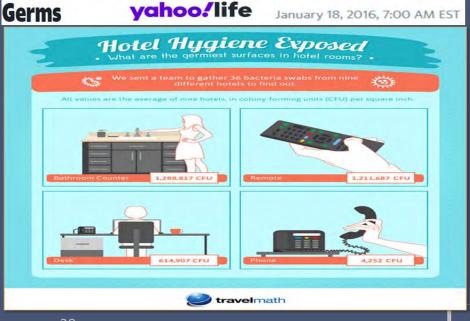
Never Let a Crisis Go To Waste

Hidden cameras reveal how much (and how little) some hotel maids really clean

Rossen Reports: How well do hotel maids really clean?



Eww! New Study Finds Expensive Hotels Have More





U.S. Lodging Industry 2020 New Normal

U.S. Travel Industry Releases Guidance for "Travel in the New Normal" U.S. TRAVEL

Task force of physicians and travel leaders authored health-focused travel guidance across all segments of trave

PRESS RELEASE May 04, 2020

in the **New** / ormal

Industry Guidance for Promoting the Health and Safety of All Travelers

Developed based on Centers for Disease Control and Prevention (CDC) and White House guidelines: "Opening Up America Again" and in consultation with public health experts



AHLA







ENHANCED INDUSTRY-WIDE HOTEL CLEANING STANDARDS in response to COVID-19.



The industry's enhanced hotel cleaning practices, social interactions, and workplace protocols will continue to evolve to meet new health and safety challenges. - Chip Rogers, AHLA President and CEO



#TAKEMEBACK

AN AHLA CAMPAIGN



Safe Stay Advisory Council Is Comprised of Industry Leaders Representing All Segments of the Hotel Industry

ADVISORY COUNCIL

Accor AAHOA Aimbridge Hospitality Best Western Hotels & Resorts Choice Hotels International Davidson Hotels & Resorts G6 Hospitality LLC Hersha Hospitality Trust Hilton Host Hotels Hyatt Hotels Corporation InterContinental Hotels Group (IHG) Loews Hotels & Co. Marriott International My Place Hotels Noble Investment Group Omni Hotels & Resorts Pebblebrook Hotel Trust Radisson Hotel Group Red Lion Hotels Corporation Red Roof Remington Hotels Vision Hospitality Group Wyndham Hotels & Resorts



U.S. Lodging Industry 2020 Cleanliness Assurances





7.274 views | May 13, 2020, 03:20pm EDT









Four Seasons Announces Collaboration With Johns Hopkins For New Global Safety Program Forbes

> Best Western We Care Clean.



Red Roof Bodie ATCH LIGHT SWITCHES, DIRTAN ROD PR DRYER, SINGLE SERVE AMENITES SWITCHES & CONTROLS LAMP SWITCHE CLEST ROOM & RATHROPM FLOOR **HIGH TOUCH** B BEDONG/TERRY BAG ALL LINENS FIRM THRE DESK DEFESTE MUNITYTAN COVERLET BLANKET TERRY DEEP CLEA ELECTRONICS KEYPHOL HANDSET, TV RENOTE GLEST ROOM AMENITES SAF HANDLE & KEYPAD, RON, ICE BUCKS AREAS 5 BATHROOM TUB FAUCET, SINK FAUCE COFFEE MAKER REFRICERATOR LET HANDLE AND SEAT, DOOR HI HAND F MICROWAVE HAND F





More frequent cleaning of high-touch areas Use of EPA-approved disinfectants Sanitizing wipes with your key card at check-in Complimentary travel-size hand sanitizer for each room Enhanced social distancing measures in public spaces

OTELS & RESORTS





U.S. Lodging Industry 2020 Travel Paradigm Shifts

04-27-20 | THE REBUILDERS

Flying after COVID-19 will never be the same. Here's what airplane seats could look like FAST@MPANY









U.S. APRIL 27, 2020 / 9:24 PM / UPDATED 2 HOURS AGO

JetBlue mandates face coverings for customers during travel

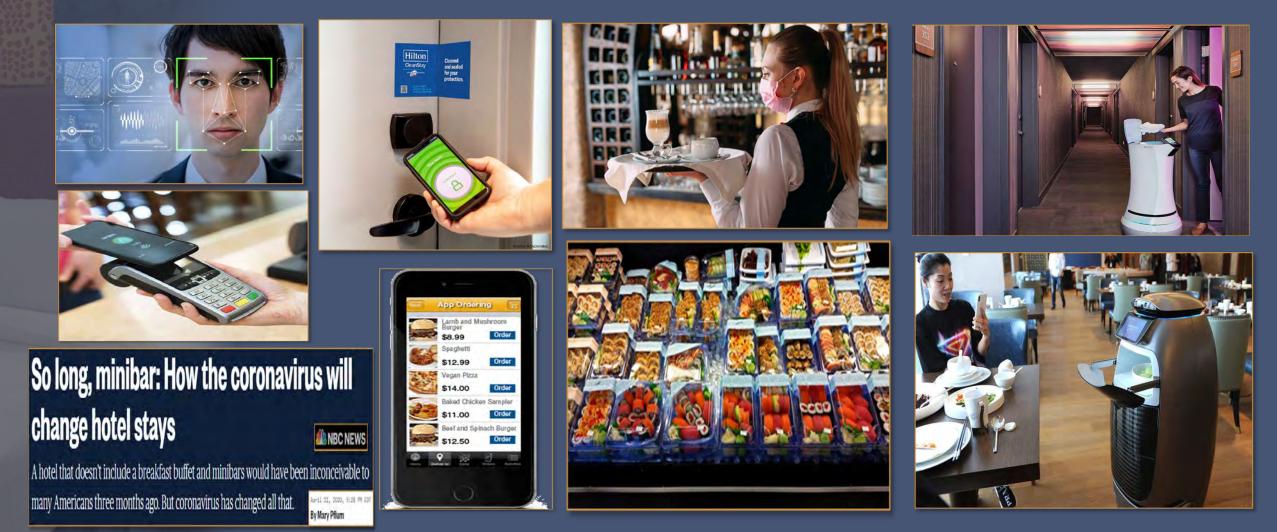
Delta will add flights to keep planes no more than 60% full as demand rises: sources May 19, 2020

CEO Ed Bastian believes consumers' perceptions of safety will be instrumental in reviving more routine travel

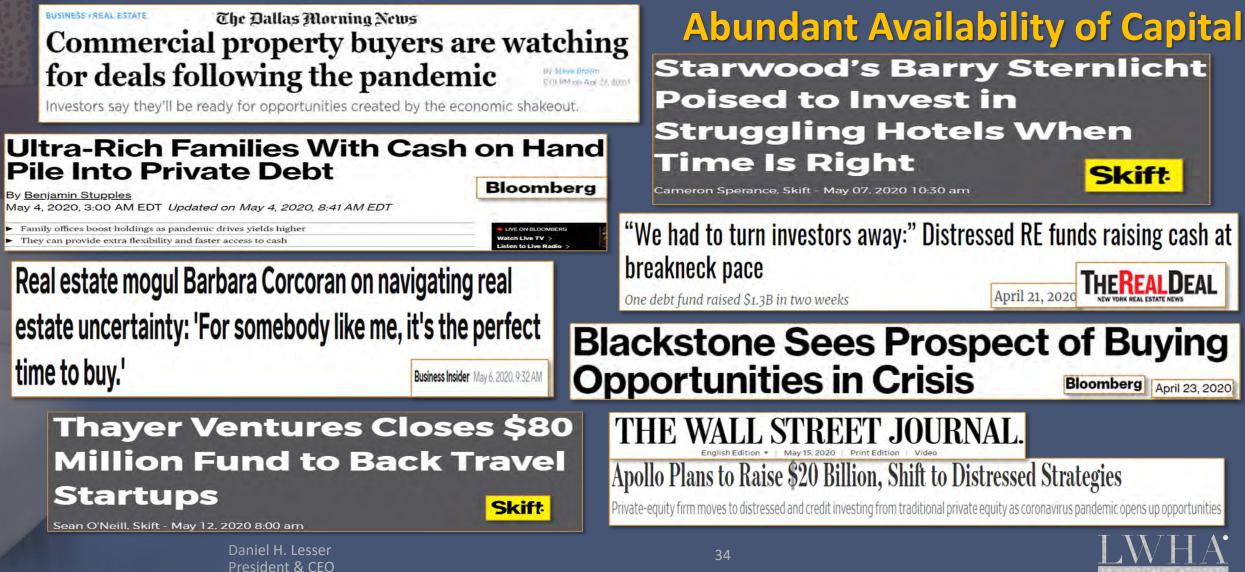




U.S. Lodging Industry 2020 Hotel Paradigm Shifts

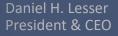






U.S. Lodging Industry 2020 The Future

- World being challenged with geopolitical stresses on top of worst economic shock in a century.
- Hotels that were already over levered or had stressed cash flows prior to the pandemic cannot be resurrected via an interest payment forbearance.
- Capital stacks will be restructured and rationalized to create controlling classes and owners of strong assets who have liquidity will seize opportunities to de-lever on favorable terms and reinvest in hotel properties.
- Well located assets and high-quality borrowers will benefit from initial capital allocations.
- Significant growth for soft hotel brands will come from conversions of independent boutique hotels and the sector will consolidate.
- Brand proliferation will be placed on pause....hopefully for a long time.





U.S. Lodging Industry 2020 The Future

- Supply growth will lag reflecting permanent hotel closures in certain cities and fewer (if any) construction starts for several years.
- The "return" of air travel and hotel stays will be in two waves, not one: occupancy then rate.
- Recovery will be asymmetrical trajectories that will be hotel and market-specific.
- Leisure and VFR travel will rebound with strength.
- Some business travel will rebound as other corporate and group meeting/convention travel may not return for a long time, or even forever.
- Suburban markets will see a wave of interest as companies decentralize.
- Convention center and large group meeting hotels will be challenged for several years.



Daniel H. Lesser President & CEO

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U.S. Lodging Industry 2020 The Future

- Managers will evaluate operations to implement opportunistic changes such as automation.
- Low inflation period will endure keeping cost of goods and services low.
- Energy glut = low utility costs.
- Property tax appeals.
- Ramp up of renovations.
- Near term PIP's less onerous, particularly elements that do not provide ROI for owners.
- Acceleration of incurable functional obsolescence will result in many hotels never reopening
- CMBS model will be challenged to survive in current form.

Daniel H. Lesser President & CEO



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<u>Near Term</u>

Move Over Revenue Models: Hotel Recoveries Will Also Need to Factor In Psychology, Sociology **Skift**

Cameron Sperance, Skift - May 15, 2020 3:00 pm

Jingle Mail

When a property owner sends his/her keys to the mortgage lender because he/she is unable to continue to make payments.



The Pandemic Sprawl: Suburban Flex **Offices See Wave Of Interest As** Companies Decentralize May 15, 2020 BISNOW



HOMES - NEIGHBORHOODS CITIES • NEWS •

Hotel Buckminster's closure starkest sign of coronavirus' effect on Boston-area hotels

The inn's shuttering underscores just how much the pandemic has dimmed the once burning-bright prospects of the region's hospitality industry By Tom Acttelli | @tomacitetti | Apr 7, 2020, 5:08am EDT

Vornado might never reopen century-old Hotel Pennsylvania, CEO says **THEREALDEAL** May 06, 2020

Pandemic seen as chance to pursue long-sought development



U.S. Lodging Industry 2020 Near Term

Coronavirus and Hospitality

41 Percent of Americans Say First Trip Will Be by Car Within 100 Miles: Skift Research Travel Tracker

Haixia Wang, Skift Research - May 01, 2020 8:00 am

Over 100 Million in China's Northeast Face Renewed Lockdown

Bloomberg News

May 18, 2020, 2:58 AM EDT Updated on May 18, 2020, 5:42 AM EDT

Conditions return to height of China's epidemic in February
 Frustration as restrictions tighten again after earlier easing

Bloomberg

Skift

Tech Could Be Used to Track Employees—in the Name of Health

Makers of product-tracking beacons suggest using the tools to help enforce social distancing in the workplace. 85.17.2828 W I RED

Estimote launches wearables for workplace-level contact tracing for COVID-19

Restaurant, travel, retail industries

Thousands Are Headed to Alaska's Fishing Towns. So Is the Virus.

As the famed Copper River salmon season begins, isolated fishing towns are bracing for an influx of workers and their first brush with the coronavirus.

Tax Attorneys Expect A Wave Of Coronavirus Tax Appeals

May 5, 2020 | Jonathan Berr, Bisnow Philadelphia and New Jersey 🖂

LWHA

U.S. METROS IN BEST AND WORST POSITIONS FOR PANDEMIC RECOVERY

Cities best prepared to bounce back from a coronavirus-induced recession have low population densities and high levels of educational attainment (top left) as opposed to dense metro areas and low educational attainment (bottom right).





Airbnb to Roll Out Sanitization Plan for Hosts That Would Include 72-Hour Wait Between Stays Skift

Dennis Schaal, Skift - Apr 27, 2020 7:30 am

Airbnb's Woe Now Includes **IBM's Patent Infringement** Suit Forbes Mar 13, 2020.

'A Bargain With the Devil'-Bill Comes Due for **Overextended** Airbnb Hosts

Entrepreneurs built mini-empires of short-term rental properties, borrowing against revenue that's now vanishing under coronavirus lockdowns

> THEREALDEAL April 16, 2020

Airbnb

Hotels vs. Airbnb: Has Covid-19 Disrupted the Disrupter?

THE WALL STREET JOURNAL.

For years, home sharing has put pressure on hotel rates and occupancy levels. Social distancing, hygiene and refund policies may be the new game changers. The New Hork Times May 14, 2020,

Airbnb's latest \$1B raise may dash IPO plans

The company, which planned to go public in 2020, has seen its valuation drop to a reported \$18B

Is it safe to rent an Airbnb or vacation home right now? CALC TODAY May 14, 2020,



U.S. Lodging Industry 2020 Outlook (Glass Half Empty)

Buffett says he dumped entire stake in airline-sector stocks: 'The world changed for airlines' amid coronavirus

Published: May 3, 2020 at 1:39 p.m. ET

By Mark DeCambre

'I was wrong about that business,' Warren Buffett says of decision to unload stocks in United, American, Delta and Southwest Airlines

Wealthy Investors Get the Private Memo: A Stock Market Crash is Coming

BlackRock CEO isn't buying a stock market recovery, warning of a cascade of bankruptcies, wrecked airlines, and cautious consumers.

Published: May 7, 2020 8:58 AM UTC

MarketWatch

Billionaire Sam Zell Sees Economy Permanently Scarred by Pandemic

By <u>Erik Schatzker</u> May 5, 2020, 8:00 AM EDT

Investor likens impact on U.S. society to the Great Depression
 Social distancing, working from home likely to persist a while



Project Syndicate

Opinion: The coming Greater Depression of the 2020s

Published: April 28, 2020 at 9:45 a.m. ET



By Nourlel Roubini

10 trends that will make this a decade of despair for the global economy



U.S. Lodging Industry 2020 Outlook (Glass Half Full)

Moderna Coronavirus Vaccine Trial Shows Promising Early Results

The company said its preliminary test in 8 healthy volunteers wassafe. It is on an accelerated timetable to begin a larger human trialsoon.Che New Hork TimesMay 18, 2020

Fed's Powell says an economic recovery could take until the end of 2021 — but doesn't see a full-blown depression taking hold

'A Lot To Be Hopeful For': Crisis Seen As Historic, Not Another Great Depression

May 17, 2020 - 8:00 AM ET







Inspiration

Grit and red wine: Famous war photographer beats virus at 97



by: The Associated Press

Posted: May 9, 2020 / 12:04 PM CDT / Updated: May 9, 2020 / 12:04 PM CDT

NEW YORK (AP) – Tony Vaccaro's mother died in childbirth, and at a tender age he also lost his father to tuberculosis. By age 5, he was an orphan in Italy, enduring beatings from an uncle. As an American GI during World War II, he survived the Battle of Normandy.

Now, a celebrated wartime and celebrity photographer at age 97, he is getting over a bout with COVID-19. He attributes his longevity to "blind luck, red wine" and determination.

"To me, the greatest thing that you can do is challenge the world," Vaccaro said. "And most of these challenges I win. That's what keeps me going."



More Inspiration

The 107-year-old who survived 1918 Spanish flu pandemic and COVID-19

Marilee Shapiro Asher contracted the Spanish flu aged six in 1918 and COVID-19 in April. The acclaimed artist is one of only a handful of people to overcame both deadly pandemics.

By BEN HARRIS (JTA) May 8, 2020, 4:09 pm | 📖 2





After Marilee Shapiro Asher was admitted to the hospital in mid-April sick with COVID-19, her daughter got a call from the doctor telling her she ought to get down there right away. Her mother likely had only 12 hours to live.

"Well, he doesn't know my mother, does he?" Joan Shapiro said.



In all things it is better to hope than to despair

JOHANN WOLFGANG VON GOETHE



COVID – 19: Shocking Unprecedented Downturn

Peak -> Free Fall -> Bottom -> Stay Alive Until 2025



May 20, 2020

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