



Wuhan Novel Coronavirus (2019-nCoV) Update – Hamilton, Ontario

Dear Valued Clients,

March 12, 2020

As a continued effort to update you about the Coronavirus (Covid-19), we have recently met with industry officials and suppliers in order to be on top of this news headline and policies in relation to it. The focus of our travel agency, and that of our travel suppliers, will always remain on your safety, health and welfare while traveling abroad. We continue to closely monitor this situation and are taking all appropriate actions.

The Public Health Agency of Canada has assessed the public health risk associated with this Coronavirus as low for Canadians. The purpose of this letter is to share some commonly asked questions and answers regarding the Coronavirus.

What is Coronavirus?

Coronaviruses are a large family of viruses that commonly cause mild to moderate respiratory symptoms in humans. Most people with common human coronavirus illness (i.e. the common cold) will recover on their own. Human coronaviruses are common throughout the world and include a range of illnesses from the common cold to Severe Acute Respiratory Syndrome (SARS). They can cause mild, moderate, or severe respiratory illness in some people.

What Are the Symptoms of the 2019-nCoV?

Symptoms of the 2019-nCoV infection include: fever, cough, and breathing difficulties, very similar to influenza (flu) symptoms. The risk of severe disease may be higher in the elderly and in people with weakened immune systems.

What if I have questions about recent travelers or questions about traveling?

We are advising anyone planning to travel abroad to visit the Government of Canada website for Travel Advice and Advisories at <https://travel.gc.ca/travelling/advisories>. Additionally, those returning from traveling abroad are receiving information about passive screening. If travelers are symptomatic with fever, cough or difficulty breathing upon return from travel abroad they are being asked to call 1-866-797-0000.

How can I protect myself and others?

The 2019-nCoV virus has been identified at the same time influenza (also known as 'the flu') and many other respiratory viruses are circulating in Ontario, which is common this time of year. The actions to protect yourself against common respiratory illness can also be used to help protect against coronaviruses, including 2019-nCoV. Hamilton Public Health Services recommends people take these preventive actions to protect yourself and others from respiratory illness:

- Wash your hands often with soap and water;
- Avoid close contact with people who are sick;
- Stay home when you are sick;
- Cover your mouth when you cough or sneeze with a tissue, immediately discard the tissue into a garbage container and wash your hands;
- Avoid touching your face, eyes, nose and mouth;
- Clean and disinfect frequently touched objects and surfaces; and
- Get your flu shot, if you have not already done so.

If you have any questions, please contact the Infectious Diseases Program directly by calling 905-546-2063 or the Canada's Health Organization at toll-free – 1-833-784-4397 or email at phac.info.aspc@canada.ca

What are the travel cancellation policies in relation to the Coronavirus?

We must adhere to the cancellation policies of the travel supplier with whom you have booked. Most all travel suppliers have updated Coronavirus change and cancellation policies detailed on their websites and we recommended referring to these web-sites as this news story is constantly changing. Over-all, we are seeing that travel suppliers are being most cooperative. At this time and in most cases, if there is a travel advisory to your travel destination, you will have the option to change your destination or change your date. If there are no travel advisories to your destination, then the regular cancellation and change policies would apply, however as of late, some suppliers are starting to allow change of destination or date without penalty for those who are really concerned. Please contact us and we will help navigate you through this and provide you with all of your options. Here are the links to our most popular travel suppliers web-sites –

Sunwing Vacations - <https://www.sunwing.ca/pages/en/travel-advisories>

Transat Holidays - https://www.airtransat.com/en-CA/Travel-information/Notice-to-Travellers?_ga=2.241904518.540172658.1581100905-534158069.1575838738

Westjet Vacations - <https://www.westjet.com/en-ca/travel-info/advisories>

Air Canada Vacations - <https://vacations.aircanada.com/en/travel-advisories>

Royal Caribbean Cruise Line - <https://www.royalcaribbean.com/cruise-ships/itinerary-updates>

If you have purchased trip cancellation travel insurance prior to March 5th, 2020 then you can submit a trip cancellation claim to your travel insurance company. As of this date, most insurance companies have designated this epidemic as a “known event” and thus will not accept your trip cancellation claim. If you purchase “Cancel for Any Reason” insurance at the time of the trip purchase, then you can submit a claim for cancellation coverage at any time.

What is your position on this news story?

In our 25 years experience being in the travel industry, we have witnessed so many travel advisories that have affected the travel industry including SARS, West Nile, Swine Flu, Bird Flu, Ecoli, Zika (shrunken head), Foot and Mouth Disease, Dengue Fever and more. In every case there was mass panic which always subsided shortly thereafter. We are 100% confident that you are in good hands because you booked, or are considering in booking, with an experienced and professional travel company which is backed by experienced and professional travel suppliers who always have your best interest at heart. Even if a travel advisory occurs to your destination, we remain dedicated to finding all viable solutions and ensure that you are fully taken care of. We don't want you to stop living your best life through travel.

For updates directly from the Government of Canada on this evolving story, please visit –

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Of course, if you have any further questions, please do not hesitate to contact us.

Sincerely;



Laurie Keith

President

Romantic Planet Vacations

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