



## Coronavirus Update: March 17, 2020 12:00 PM

Hello valued travel customers,

Today is March 17, 2020 and the purpose of this letter is to keep you informed on this ever-evolving situation with Covid-19, or the Coronavirus, as it relates to our clients.

As of today, the government of Canada has closed its border to non-citizens/residents and has implemented a Global Travel Advisory to avoid all non-essential travel outside of our country until further notice. This is the same case with other countries including China, Spain, France, New Zealand, and the newest addition of Honduras, Panama, Costa Rica and Aruba. Many airlines, including Sunwing and Westjet to date, have announced the cancelation of all transborder and international flights for the next 30 days approximately. They are all sending flights to the destinations in which our mutual clients are currently in to bring them safely home to Canada. However, the federal government has also authorized the airlines to deny boarding of any citizen/resident who shows symptoms of sickness. They are to remain at their destinations and the government has offered financial support to cover their basic essentials while away. We strongly suggest that if you are currently away, that you immediately register yourselves with the local Canadian consulate/embassy and also connect with your return airline with your options to return home on either your already booked flight or the earliest flight possible. If you purchased an all-inclusive package, you may locate the representative of the tour operator in or near the lobby or locate their contact information in the welcome package that they provided to you upon arrival to find our your return flight options. If you do not have a return flight booked already, many airlines, including Westjet, are offering discounted fares back to Canada. We have also been advised by the federal government that only Toronto, Montreal, Calgary and Vancouver will be accepting international flights at this time. Currently domestic flights are still available and if you do not reside in or near these 4 cities, we can assist you in getting home on a connector flight. Please contact us, or the airline, for assistance. All returning Canadians are advised by the federal government that they must self-quarantine for 14 days.

**Individual Reservations to Travel Up Until April 30<sup>th</sup>, 2020** - We are currently canceling and rebooking our many affected clients. Most tour operators are providing a Future Travel Credit of the same value of your trip and allowing a one-time change to another travel date to be used by December 30<sup>th</sup>, 2020. Many of our supplier Flex policies are subject to change in the future. Our team of expert travel advisors are being continuously updated on our supplier flex policies so please contact us for more details.

To register your cancellation or change, please go to <https://signnow.com/s/Q2HGNtHK>

**Group Reservations** - If you are booked under a group reservation, we strongly urge you to await the decision of your group leader including the wedding couple. The last thing anybody wants is for the wedding to be cancelled or postponed indefinitely. The group leaders of March, April and May departures are currently being offered alternative date options. Once chosen, this option will be presented to everyone in the group. Once accepted, we will reissue updated invoices and confirmations. For those guests who can no longer attend as a result of this change, we will work with the tour operator in obtaining the Future Travel Credit for you, with the same terms as detailed above.

For group leaders who'd like to cancel or change their group, please fill out the form at <https://signnow.com/s/KoBMKpOU>

For guests of group reservations who'd like to cancel or change their reservation to be outside the group reservation, please fill out the form at <https://signnow.com/s/6BOoZ6uw>.

**All reservations to Travel May 1<sup>st</sup>, 2020 Onward** - If you are booked to travel May 1<sup>st</sup>, 2020 onward, the standard supplier booking terms and conditions and their change/cancellation penalties will apply at this time. Please visit the supplier's web-site or your invoice or wedding website for more information on what these penalties are. For those files where final payment is due, we understand the hesitation to pay your balance at this time but as it stands, if you do not, you risk losing your deposit or more as per the cancellation policies. If you choose to continue with your reservation, please pay your balance by the original final payment deadline. If this situation shall be extended to affect your travel date in the future, please be assured that you will be presented with viable alternative options at that time including changes without penalties or cancellation with refunds or future travel credits.

**Travel Insurance** - If you had purchased the all-inclusive, trip cancellation and/or trip interruption insurance prior to March 5<sup>th</sup>, we will need to cancel your reservation and you can submit a claim through the Manulife "TravelAid" APP. If you had purchased Manulife's "Cancel for Any Reason" or the suppliers "Worry Free" insurance at the time of the trip purchase, you may also be able to submit a claim for reimbursement. If you are at destination and have purchased trip interruption insurance, you will be reimbursed for the cost of a one-way economy airfare to return home up to the stated limit in your policy and the cost of your unused prepaid land arrangements that were part of your travel booking.

**Future Travel Bookings** – Of course we don't want to discourage booking your future trips. We are still here to assist you with your plans. As a result of this situation, we are finding that fall travel dates are booking up fast. We are still booking all 2021 travel dates at this time. Although we are in trying times right now, we know with certainty that it is temporary and shall pass.

As always, your safety, health and welfare is our number one priority and I cannot emphasize this enough that my team of professional and expert travel advisors and I are on your side, working around the clock to get our clients home safely and to also rebook anyone who has been affected by the travel advisories.

I also wanted to take this opportunity to say thank you from the bottom of our hearts for the out-pouring of support to our team during this time. We appreciate the love. We must all now do our part in stopping the spread of this virus. Our sincere condolences go out to those who have been negatively affect by Covid-19. If there is a silver-lining, it is seeing and experiencing the unity, resilience and dedication that our industry has to our mutual travel clients. There is also the opportunity to grow as a community and help others who need it such as a neighbor who could benefit from your grocery store run and also the reconnection with our friends and family, even with the social distancing.

I am confident that travel will come back in full force and that everybody will be back to living their best life through travel soon.

Thank you for your continued patience and understanding as we navigate through this ever-changing environment together.

Thank you.

Sincerely;



Laurie Keith

President

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