



## Coronavirus Update: March 27, 2020

Hello valued travel customers,

Today is Friday March 27<sup>th</sup> and first and foremost, I must advise you that we are fully open and operational, though understand that many other small businesses across the country are closed during the Covid-19 outbreak. Our entire team is working safely from the comfort of their own homes and remain fully available via email, telephone, Whatsapp, Facebook and Zoom Video.

I am also happy to advise that all of our existing traveling clients over the last couple of weeks have safely returned home from their worldwide trips. There was a period of time where my team and I were quite unsettled and were literally working around the clock to ensure everybody made it home.

Over the last couple of weeks, many of our valued travel suppliers including cruiselines, airlines, tour operators and resorts had to make the difficult decision to temporarily close their doors to help stop the spread of this worldwide pandemic. This also came as a result of countries closing their borders and urging their citizens to return home. This meant the cancellation of thousands of our March to May clients. This situation, and all of the suppliers policies, were very fluid and ever-changing. The Canada Transportation Agency, who is responsible for passenger rights in Canada, finally made a decision on March 18, 2020 and declared this pandemic is an 'extraordinary circumstance' and therefore, the airlines will not be held liable for such cancellations. However, I am happy to report that ALL of our clients have been protected. If you were set to travel in March or April, you will be provided with a Romantic Planet Vacations Future Travel Credit. This will give you the opportunity to apply your existing payment towards a future trip within the next 24 months. Although our suppliers did not have to provide these future travel credits, they have all done the right thing. We are also most pleased of their extraordinary efforts in repatriation flights in getting Canadians home. Sunwing alone provided Canadians with 3,000 free return flights. It's in these moments, and in seeing the dedication of my team and all all professional travel agents around the world who worked effortlessly in serving travel clients, I am most proud to be in the industry that I love and cherish so much.

So if your trip has been affected by these cancellations, we are working now at issuing these future travel credits. Your existing invoice will revert to a Future Travel Credit for which you can re-book at any time you feel comfortable. We had MANY weddings also affected and many are rebooking for the fall or for 2021. Nobody wants to cancel their wedding but postponements we can all live with. We remain dedicated in finding the next best date.

We thank you again for the continued support and understanding that you have shown. We are together in this mission to combat the spread of this virus. The world is TRULY a most beautiful place and so are our people. We look forward to the continuation of serving your travel needs in the future, when we all come out of isolation and ready to get back out there.

I wish you well and the most of health and positiveness through all of this.

Sincerely;

Laurie Keith

President

Romantic Planet Vacations

485A Grays Road Hamilton, Ontario Canada L8E 2Z5 Tel: 1-866-247-8123 TICO # 50022034