



Coronavirus Update: March 15, 2020 5:48 PM EST

Hello valued travel customers,

Today is March 15, 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, there is an official Global Travel Advisory from the government of Canada to avoid all non-essential travel outside of our country until further notice. This is for the purpose of limiting the spread of the Coronavirus. They are also recommending for those Canadians who are currently traveling, to return back to Canada due to possible shortage of return flights in the future.

**Individual Reservations to Travel Up Until April 30<sup>th</sup>, 2020** - We are happy to report that all of our travel suppliers have been most accommodating in the canceling and rebooking of our many affected clients. For individual reservations that have booked before March 4<sup>th</sup>, 2020 and are set to travel prior to April 30<sup>th</sup>, 2020, 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. Our agency is also waiving all of our change fees at this time in light of this unique situation. Many of our supplier Flex policies may change in the future as the situation continues to unfold so we suggest that you visit the tour operator's web-site for their most updated policies. If you have booked after March 4<sup>th</sup>, please contact us.

For those individuals who'd like to cancel or change and who has not yet been in contact with your designated agent, please fill out the online for at <https://signnow.com/s/Q2HGNtHK>

**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 will be. We are finding that most of our clients booked after May 1<sup>st</sup>, 2020 are playing the waiting game but speak to your designed Romantic Planet Vacations agent about all of your options at this time.

**Group Reservations** - If you are booked under a group reservation, we strongly urge you to await the decision of your group leader. In most cases, this is the wedding couple. We are working closely with them in offering alternative date options at this time. It will be in everybody's best interest to select and rebook a new date for the wedding and continue as originally planned, but with a new travel date. The last thing anybody wants is for the wedding to be cancelled or postponed indefinitely. Since other groups are in the same situation, we are already finding fall group space and wedding dates booking up very fast so it is recommended to make a decision for the new date as soon as possible. Once this has been decided, our team of experts will process the rebooking of everyone in the group. 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 earlier.

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>.

**Travel Insurance** - If you had purchased the all-inclusive, trip cancellation and/or trip interruption insurance prior to March 5<sup>th</sup>, and the destination is considered a Level 3 or 4 risk, then the cost of your trip may be covered. 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
- The cost of your unused prepaid land arrangements that were part of your travel booking

If you are delayed beyond your return date and have to remain at your destination for a period of time beyond your return date, your trip interruption coverage includes:

- A daily allowance of up to \$350/day depending on your policy for hotel, meal, transportation and communication expenses. Please save your receipts. Most policies will provide this for up to 10 days beyond your scheduled return date. To view the full details of your coverage, please refer to your policy.

If you are unable to come home as per your return date, please note that your Manulife Travel Insurance policy has automatic provisions to extend your coverage at no additional costs for 72 hours. As such, your coverage will continue if you are unable to get home immediately and delayed beyond your return date.

**Still Traveling** - If you are booked to travel from now until April 30<sup>th</sup> and wish NOT to cancel at this time, we can only advise you of the facts and risks to date of doing so. Currently the mutual borders to our most common tourist destinations of Mexico, USA and the Caribbean are not closed but this may change in due course as seen with China, Spain, France, New Zealand, Iran and other countries. Tour operators to these destinations have also reported that their flights are still scheduled to operate as normal at this time. Most Flex Policies are valid until March 31<sup>st</sup>, 2020, also giving you an opportunity to make the decision at a later date. The current risks of still traveling against the advisories are having limited return flights home, additional health screening upon your return, insurance policies becoming invalid, self or other quarantining for 2 weeks upon your return by the government, school or employer, and being out of reach of Canada's health care system if you should become sick while away.

**Currently Traveling** - If you are currently in Mexico or the Caribbean right now and would like to rebook an earlier flight home, we are asking that these clients contact the in-destination tour operator representative for whom you are booked. You would have met them on the bus upon arrival. Their desks are located in or near the hotel lobby and often write their contact information in the welcome package that you received when you arrived. They are the best resource at this time to rebook your transfers back to the airport, cancel the remainder of your hotel stay and rebook your flight home. As of 30 minutes ago, we have heard that many tour operators are waiving change fees but will not be issuing refunds for the missed portion of your trip. If you are currently in another destination that is not Mexico or the Caribbean, please contact us and we'll assist in any way that we can to change your flight with your existing airline.

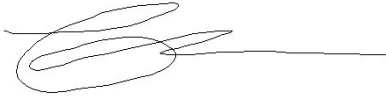
Your safety, health and welfare is our number one importance and I cannot emphasize this enough that my team of professional and expert travel advisors and I are on your side, working around the clock to get our clients home safely and to also rebook anyone who has been affected by the travel advisories. We are here for you along every single step of the process.

I also wanted to take this opportunity to say thank you from the bottom of our hearts for the out-pouring of thank-you notes and cards, flowers, chocolates, and even wine to our team during this time. Though we are just doing our job in protecting and caring for our valued clients, 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 knowing the unity, resilience and dedication that our industry, and the world for that matter, has. 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;

A handwritten signature in black ink, consisting of a large, stylized 'L' followed by a horizontal line extending to the right.

Laurie Keith

President

Romantic Planet Vacations

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