



COVID-19 Update: April 25, 2020

Dear valued travel customers,

I believe this is our 13th update since the COVID-19 global pandemic began and what a whirlwind it has been.

Foremost, I want to send my sincere thank-you to all front-line and essential workers for all that you do and secondly, our heart-felt sympathy to anyone affected by COVID-19.

Please be reminded that our travel agency is open and fully operational online. Our entire team is working safely from the comfort of their own homes and remain available via email, telephone, Whatsapp, Facebook and Zoom Video and continue to have full access to our travel suppliers and reservation systems.

As you are aware, borders have closed and many of our valued travel suppliers including cruiselines, airlines, tour operators and resorts have temporarily suspended their services to help stop the spread of COVID-19. As a result, there have been thousands of trip cancellations for our March to May clients. However, we are happy to advise that 100% of these clients have been fully protected. All Canadian tour operators are providing Future Travel Credits which will be valid for approximately 24 months from the original date of travel. This will allow you to apply your original payment to a new booking whenever you feel ready to rebook again. As a TICO-member, your credit is also protected under newly released TICO legislation.

If your trip had been cancelled due to COVID-19, your invoice will be converted to a Future Travel Voucher and all previous payments made, will be your credit. The suppliers are still processing the issuance of these credits and once we receive them from the supplier, we will send you a revised invoice reflecting this.

If you have booked June 1st, 2020 onward, as of today, these holidays are expected to continue as normal with added safety and protective measures in place. We will be learning in time what these measures will be but for now, we know that airlines, cruiselines, and resorts have already started to implement new programs and initiatives to help keep you safe and to continue to stop the spread of COVID-19. They will be strictly adhering to any new measures recommended by WHO and implemented by their governments. If you would like to cancel or change your date, please contact your designated Romantic Planet Vacations agent to advise you of the suppliers policies and procedures to do so. This situation, and all of the suppliers' policies, are still very fluid and ever-changing but we remain on top of it. We continue to encourage you to connect with us to let our expertise work for you.

Unfortunately, with no existing travelers and no existing business, many colleagues in our beloved travel industry have lost their jobs as a result of COVID-19 including millions of tourism employees in Mexico and the Caribbean. Unlike in Canada, the majority of these incredible staff do not have government support or funding available. Like many, we want to get back to traveling again and exploring the beautiful world as we know it. We understand that travel will be different now, but we can also see that it will be cleaner, safer and better than ever. Our recovery will be long but we remain fully dedicated to serving you and your travel dreams for many years to come.

I wish you well and the most of health and positivity during all of this and look forward to serving you in the future.

Sincerely;

Laurie Keith
President

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