



OPEN FOR BUSINESS

COVID-19 Update: June 4, 2020

Dear Valued Travel Customers,

Thank you for your patience over the last three months. We have certainly been put to the test but I cannot be prouder of our dream team and of the travel agency community worldwide. No other industry has come together in such a way as we have to protect our traveling clients.

In the early weeks of the pandemic, we implemented a COVID-19 Response Action Plan with a 3-pronged focus – to protect the customer, to protect the team, and to protect the company. Our team of experts committed over 100 hours on hold with travel suppliers in the repatriation of our valued clients who were stranded in destination during March break. Thereafter, it was keeping up with the continuously changing flex policies and processing over 1,000 trip cancellations related to COVID-19 and the re-quoting, re-booking, answering questions and concerns, and issuing future travel credits. To help our team, we implemented a CARE program to include mental health resources, an emergency financial relief fund, and the delivery of face masks to all, including their beloved families. I have been a small business owner since 1996 and have never encountered such a situation but in light of it all, can still see the positive. We are resilient and remain passionate about serving the travel needs of our clients, through the good times and the bad.

If you had a trip cancel due to COVID-19 with travel dates March 15 – June 30, 2020, your invoice will be converted to a Future Travel Voucher and all previous payments made, will be your credit. This credit will allow you to re-book any future travel for any date up to 24 months to any destination or resort in which the tour operator serves in most cases. If you have not yet received this updated invoice/Future Travel Voucher, please contact us. Some suppliers are still processing the issuance of these credits but once received, we will send you this as soon as we can.

If you are interested in planning your next trip or future destination wedding, we are happy to advise that the world is slowly re-opening. Most Caribbean islands and Mexico have re-opened this month or will be in July 2020. We have been closely monitoring the new health and safety protocols of the destinations, airlines, airports, airport transfers and resorts and I am proud to advise that most all of our valued preferred suppliers are following the strict WHO recommended guidelines. The common theme across the board is ensuring physical distancing, the use of face-masks, hospital-grade sanitization of all rooms and public areas, staff required infrared temperature checks before each shift and intensive COVID-19 staff training, visitor health questionnaires and more. We have added all of this information to our website at www.romanticplanetvacations.com/futuretravel and encourage you to visit this link.

To help rebuild our beloved industry and re-boot travel, our valued travel partners are providing incredible promotions and 'book with confidence' guarantees. Booking now for fall or winter travel or for your 2021/2022 destination wedding will reward you greatly with the best prices and the best protection with zero risk and low deposits. We can hold 30 seats for 90 days for wedding groups, and now in some cases, for 120 days.

Although we have a retail office, our team of experts are all home-based and remain available to you via email, telephone, Whatsapp, Facebook, Google and Zoom Video and continue to have full access to our travel suppliers and reservation systems and all promotions. We encourage you to contact your designated agent if you have any questions or visit www.romanticplanetvacations.com/consultation to schedule your complimentary one-on-one travel planning session with one of our expert travel professionals. We are ALWAYS available to talk travel-talk!

We truly look forward to fulfilling your travel dreams in the future, as always.

Sincerely;

Laurie Keith, President