



OPEN FOR BUSINESS

COVID-19 Update: October 4, 2020

Dear Valued Travel Customers,

Our industry has certainly been put to the test but I cannot be prouder of our dream team, our clients and of our communities. 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, and we remain dedicated to this focus. Our team of experts committed over 100 volunteer hours in the repatriation of those who were stranded in March. Thereafter, it was the processing of thousands of trip cancellations related to COVID-19 and the re-quoting, re-booking, answering questions and concerns, and issuing future travel credits. We commissioned a seamstress colleague to make face masks as a gift to all of our affected wedding couples. 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. Our travel agency has been in business for 16 years. 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 your trip with a Canadian tour operator was cancelled due to COVID-19, your invoice has been 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. If booked with a USA supplier, you would have received a refund by them. If not, please contact us.

Much of the world has re-opened their borders and flights and we are still booking them. These countries, airlines, airports, airport transfers and resorts are following the WHO recommended guidelines including physical distancing, the use of face-masks, hospital-grade sanitization of all rooms and public areas, staff required infrared temperature checks, intensive COVID-19 staff training, visitor health questionnaires and more. We have added this information to our website at www.romanticplanetvacations.com/futuretravel and encourage you to visit this link. In addition, complimentary COVID-19 travel insurance is now being provided on most trips.

All of our valued travel partners are providing incredible promotions and 'book with confidence' guarantees. Booking now for your trip in the future will reward you greatly with the best prices and the best protection with low deposit and risk. All of the 2021 group rates are now available and most of 2022 are being uploaded as we speak. For wedding groups, we can now hold 40 seats for 120 days. More recently, we now have Travel Gift Cards available at <https://squareup.com/gift/NK5WQFZ4B5XQQ/order>. As a certified TICO travel agency, we are mandated by law to hold all client payments in a trust account until you book or travel. Your money will 100% always remain protected.

We remain dedicated to our role of providing you and your friends, family and guests with an incredible travel experience and to also providing hope. Most clients who are booking are happily planning their 2021 or 2022 getaways now with only a min \$50 deposit per person. A planned future trip is something we can all positively look forward to.

Although we have an office space, our team of travel 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, as always.

Sincerely;

Laurie Keith, President

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