



COVID-19 TRAVEL UPDATE

Updated: July 5, 2021

Dear Valued Travel Customers,

2021 marks our 17th year in business. Although it has been a most challenging year and a half for our agency and our beloved travel industry, we remain passionate and dedicated in serving the travel needs of our clients, through the good times and the bad. In order to continue to keep our valued customers informed on the ever-changing environment, please find the latest updates below:

COVID-19 REFUNDS

Please be advised that all of the major Canadian tour operators including Air Canada Vacations, Transat Holidays, Sunwing Vacations and Westjet Vacations are offering full refunds for eligible Covid-19 cancelled passengers. Each tour operator have their different set of rules on eligibility. You can find more information on this by click the below “more info”. Each of our team members have been extremely busy connecting with all customers to notify and process these refund requests. If you would like a refund on a previously cancelled Covid-19 travel reservation with us, please contact your designated travel advisor or travel@romanticplanet.ca no later than the following supplier deadlines (no exceptions):

Air Canada Vacations – July 12, 2021 [\[more info\]](#)

Transat Holidays – August 26, 2021 [\[more info\]](#)

Sunwing Vacations – August 27, 2021 [\[more info\]](#)

Westjet Vacations – not specified [\[more info\]](#)

Please note that refund processing times vary but most tour operators have advised that the process will take at least a couple of months. Once we receive notification that you have been refunded, we will send you a revised invoice and update.

If you do not wish for a refund at this time, your existing Future Travel Credit with this tour operator is still valid and its terms are detailed on your previously provided invoice.

TRAVEL DURING THE PANDEMIC

As the number of Covid-19 cases continue to decline worldwide and the number of fully vaccinated Canadians continue to increase, government-enforced travel restrictions are beginning to lift. As Canadians prepare themselves to travel again after this long drought, it’s important to note that there is still a global travel advisory in place for Canadians. There are also added entry requirements for most countries and additional steps required upon returning back to Canada including Covid-19 testing, quarantining for non-vaccinated travellers, and the required ARRIVCAN app.

There are incredible travel deals that include cancel-for-any-reason insurance allowing you to cancel up to 3-4 days before departure for a full refund, as well as included Covid-19 travel insurance. Whether you are planning ahead for this winter or for 2022/2023, or are ready to hop on a plane tomorrow, it’s important to know all of the facts, and that is what your team at Romantic Planet Vacations pride ourselves on. We are here to assist with every step of the way.

PRE-ENTRY NEGATIVE COVID-19 TEST REQUIREMENT

As of January 7, 2021, all air passengers five years of age or older will be required to test negative for COVID-19 before traveling from another country to Canada. This includes visitors and returning Canadian citizens. Documentation of a negative laboratory test result must be presented to the airline prior to boarding a flight to Canada. The test must be performed using a COVID-19 molecular polymerase chain reaction (or PCR) test and must be taken within 72 hours prior to the traveller's scheduled departure to Canada.

As a continued effort to best serve travelling Canadians, many resorts and airports now provide this PCR test.

For more information on this and to locate testing facilities at destination, please visit:

<https://travel.gc.ca/travel-covid/travel-restrictions/flying-canada-checklist/covid-19-testing-travellers-coming-into-canada>

MANDATORY PCR TEST UPON ARRIVAL

All incoming international passengers will be required to take a mandatory PCR test upon arrival at the Toronto, Montreal, Calgary and Vancouver airports. When you arrive, you'll be instructed to either take an arrival test at the border, or receive a home test kit. To speed you through testing at the airport, we recommend to register in advance at the following testing provider:

[Montreal – Biron Groupe Santé](#)

[Toronto – Switch Health](#)

[Calgary – Government of Alberta](#)

[Vancouver – LifeLabs](#)

FULLY VACCINATED TRAVELLERS EXEMPTION

Starting July 5, 2021, fully vaccinated travellers who are permitted to enter Canada may be exempted from the federal requirement to quarantine, including the government-authorized hotel and complete a day-8 test. For more information on eligibility for this exemption, please visit <https://travel.gc.ca/travel-covid/travel-restrictions/covid-vaccinated-travellers-entering-canada>

Final determination of whether or not you qualify for the exemption is made by the government representative at the border. You must be prepared to quarantine for 14 days in case you are symptomatic or don't meet the requirements.

MANDATORY 14-DAY QUARANTINE AND QUARANTINE HOTELS

If you don't qualify for the fully vaccinated exemption and are eligible to enter into Canada, you **MUST** quarantine for a minimum of 14 days including an initial and mandatory 3-night government-authorized hotel quarantine. You must book and pay for this 3-night hotel stopover **before you arrive in Canada**. You'll be required to stay here while you await your arrival test results. You may also be required to perform another Covid-19 test on day 8. If you begin to show symptoms during your quarantine, are exposed to another traveller with symptoms, or test positive for COVID-19, you must begin an additional 14 days of isolation. For more information on this and to learn how to book this mandatory quarantine hotel stay, please visit <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice/mandatory-hotel-stay-air-travellers/list-government-authorized-hotels-booking.html>

ARRIVCAN APP

All travellers, with limited exceptions, whether entering Canada by air or land, **must** use ArriveCAN. You'll need to submit your information, including uploaded proof of vaccination, travel and quarantine plans and more, within 72 hours before your arrival to Canada. For more information on this, please visit:

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>

FLIGHT CONNECTIONS IN CANADA

You must remain in the secure transit area to complete your connection. This means that you will not be allowed to collect your baggage, or check-in for your next flight anywhere but at your scheduled gate of departure.

For fully-vaccinated transiting travellers, you are exempt from the arrival and Day-8 testing requirements and the mandatory hotel stopover, as long as you remain in the secure transit area to complete your connection within 24 hours. If you need to leave the airport or the secure transit area due to a flight cancellation or delay, you become subject to mandatory quarantine until your flight departs.

FLYING WITH CHILDREN

Children under the age of 18, or dependent adults, who are not fully vaccinated, but who are accompanied by fully vaccinated travellers must quarantine for 14 days, must follow all testing requirements (unless under the age of 5), are not required to stay at a government-authorized hotel.

COVID-19 CASES ASSOCIATED WITH INTERNATIONAL TRAVEL

Since the onset of the pandemic, only a monthly average of 0.8% of all COVID-19 cases in Canada are associated with international travel according to the Public Health Agency of Canada.

TRAVEL SAFETY

Every travel provider including airlines, cruiselines, hotels/resorts, car rental agencies, destinations and airports are doing their part in keeping you safe. For more detailed information on this, please visit our website at <https://romanticplanetvacations.com/futuretravel/>

LET'S PLAN AHEAD

According to Mental Health America, *"The act of planning a vacation and having something to look forward to can boost your overall happiness."* The world is reopening and it's time for Canadians to start planning ahead for their trips to reconnect with loved ones, check-off that travel bucket-list item, or continue with your previously cancelled travel dreams. With this rebound of travel demand on a massive global level, we anticipate a shortage of availability which will drive up the prices. Business class seats and private plunge-pool rooms will be gone, prices may double by 2022 than previously booked. Starting a travel plan now for the future with a very low deposit and included cancel-for-any-reason insurance, will secure you something to look forward to, at a price that you can afford.

Our agency has also put together some exclusive and unique trips including 'bubble trips' offering escapes to safe destinations and chartered flights with private villas. We have also partnered up with local wedding

planners and dreamy venues to provide exclusive, guaranteed available, no risk, and breathtaking outdoor destination weddings in Canada as www.ohcanadaweddings.com. We know the safest destinations and the best travel deals. Let our expertise work for you.

Our team of travel experts are home-based and can be connected via email, telephone, Whatsapp, Facebook, Google and Zoom Video. Please contact your designated travel advisor if you have any questions or visit www.romanticplanetvacations.com/consultation to schedule a complimentary one-on-one travel planning session.

We truly look forward to the continuation of serving you and to fulfilling your travel dreams, as we always have. This time, it will be more special than ever.

Sincerely;

A handwritten signature in black ink, appearing to read 'Laurie Keith', with a long horizontal line extending to the right.

Laurie Keith, President

DISCLAIMER

Please note that the information contained herein is subject to change with or without notice. It is the customer and traveller's responsibility to ensure that they update themselves pre, during and post travel on all of the travel restrictions, health and safety protocols, border entry requirements and all matters as it relates to travel. Romantic Planet Vacations will not, nor any of its employees, independent contractors or suppliers, be held liable for misinformation or lack of information provided herein, nor if you contract Covid-19 while traveling or of the travel services and health and safety protocols experienced while traveling. We cannot be held liable for denied or delayed refund requests by the tour operator in which you have paid.