



CanaDream Covid19 Update

Dear Partners,

As Covid-19 continues to be very present and impacting travel on a global scale, we appreciate there may be uncertainty for Guests with upcoming bookings for the 2021 summer season. Whilst we sincerely hope there will be significant developments to allow international travel, we need to be prepared for disruptions and so we want you to know the options available for you to help your Guests.

1. **Guests travelling from countries with government restrictions and/or quarantine requirements**

Where Guests are prevented from entering Canada (either due to Canadian restrictions or their own country restrictions), CanaDream will be happy for the reservation to

- Rebook to a future date in the 2021 or 2022 season, where the value of their current booking will be credited for them to use on the new trip, subject to availability. Any special offers given at that time would also be carried over or if a new offer was better, they would receive the better option. Change of location/unit is also permitted in this rebooking process. Any increase in price will be charged to the guest.
- Cancel their booking with no cancellation fees.

2. **Guests travelling from within Canada or a country without government restrictions or quarantine requirements.**

CanaDream has implemented an updated Cancellation policy for 2021 and will be applied to all bookings for this season.

For all bookings made before **31st December 2021**, for pick-ups between **01 Jan- 31 Dec 2021**

Days to departure	Cancellation fee
60 + days	\$0
59- 30 days	\$0
29-15 days	\$0
14 days or less	100% of total charges

New bookings

We welcome new bookings at any time and the new cancellation policy will apply along with the ability to change the dates of travel should flexibility be required to a different date.

Please address any questions to myself or my team: Res@candream.com

Kathryn Munro

VP Sales & Marketing