



CanaDream update- Covid19

13th March 2020

Dear Partners,

We, like you are hoping that the situation we find ourselves in can be contained to levels where life and travel returns to normal as quickly as possible. We are very sorry for the strain and stress that this will be putting on you and your teams. We have worked hard to get summer 2020 to this stage. There is no hiding behind the scale of the challenge ahead. We wanted you to know that your partnership is incredibly important to us and we want to work through this together. We are in an incredibly resilient industry and while this may be our biggest challenge yet, we want you to know that we are doing our very best to help keep business going and our Guests travelling safely in Canada.

We are proceeding cautiously at present with our policies for change and cancellation and taking advice from the relevant government authorities. Canada remains open to travellers, but we appreciate some countries have restricted movements out. So, we are outlining two options to cover those from countries who cannot travel and those from countries who presently can.

Countries with restricted travel

Where Guests are due to travel up to 30th April 2020 from a Country which has imposed short term travel restrictions where they cannot travel to Canada, we have several options for Guests to choose:

- Rebook to a future date in the 2020 season, where the value of their current booking will be credited for them to use on the new trip. The new dates would be priced as per the dates when they booked their first trip, subject to availability. Any special offers given at that time would also be carried over. Any increase/decrease in price will be charged/credited to the guest.
- Rebook to a future date in the 2021 season, where we will reprice the new trip details based on the new prices for the 2021 season giving the new early booking offers for the new dates of travel. Change of location/units are also permitted in this rebooking process. Any increase/decrease in price will be charged/credited to the guest.
- Where guests booked a relocation offer/special offer which is not available for their new selected dates, we will credit the value of the booking to a new booking
- If Guests wish to cancel with no rebooking, we will waive cancellation fees

Countries able to travel

Where Guests are due to travel in the summer season and there are currently no travel restrictions to Canada or from their country of origin, they are able to change or cancel their booking under our standard terms and conditions. Which allow:

- Rebook to a future date in the 2020 season, where the value of their current booking will be credited for them to use on the new trip. The new dates would be priced as per the dates when they booked their first trip, subject to availability. Any special offers given at that time would also be carried over. Any increase/decrease in price will be charged/credited to the guest.
- Rebook to a future date in the 2021 season, where we will reprice the new trip details based on the new prices for the 2021 season giving the new early booking offers for the new dates of travel. Change of location/ units are also permitted in this rebooking process. Any increase/decrease in price will be charged/credited to the guest.
- Where guests booked a relocation offer/special offer which is not available for their new selected dates, we will credit the value of the booking to a new booking
- If Guests wish to cancel with no rebooking, our standard cancellation terms will apply, and guests should be advised to pursue a claim with their travel insurance.

If there are any special cases where a guest is unable and has supporting medical documentation recommending them not to travel as a result of Covid19, we are happy to review these on a case by case basis.

New bookings

We do want new bookings to be made with confidence, therefore for the booking period from today up to 30th April 2020 for the travel period up to 31st October 2020, we will offer flexibility on new reservations such that if there should be government travel restrictions put in place due to Covid19 making their journey impossible we will:

1. Allow rebooking to another date up to 3rd April 2022 (as per rebooking terms stated above)
2. Or waive the cancellation fee with a full refund

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

Kathryn Munro

VP Sales & Marketing