



CanaDream update 4. - COVID-19

29th April 2020

Dear Partners,

We have updated our policy in line with the Canadian travel industry and will continue to keep you updated as things progress.

Considering this:

Guests travelling to Canada from countries with Government restrictions for pickups up to 30th June 2020

We have several options for Guests to choose:

1. Rebook travel to a future date up to 3rd April 2022, 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 be carried over or if a new offer was better they would receive this. Any increase/decrease in price will be applied to the new booking. All rebooking Guests will receive a complimentary 500 km pack.
 - a. 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 and any additional charges will be applied to the new booking.
 - b. Change of location/unit are also permitted in this rebooking process.
2. Rebook in a different Apollo destination: As a Global RV company, we are also happy for Guests within this restricted period to move their booking to another Apollo destination in their own country where they can still travel (Canada, USA, Australia, New Zealand, Europe, UK & Ireland) for travel up to 31st March 2022. We will carry over the value of their existing booking into the new booking at the current exchange rate, any increase in price would be charged to the guest.
3. If Guests wish to cancel with no rebooking, we will waive cancellation fees.

Guests travelling to Canada from countries with Government restrictions for pickup after 01 July 2020

We have several options for Guests to choose

1. We are happy to move the booking to a new date in 2020 or in 2021 as outlined above in points 1-3.
2. We are happy to cancel the reservation for the standard cancellation fee, if the guest subsequently rebook we will credit their new booking with the cancellation fee when booked before 31st January 2021.

Guests who are residents of Canada

Where Guests live in Canada and there are restrictions on movement and travel between Provinces we will extend the same rebooking or cancellation options as outlined above

New bookings

We want new bookings to be made with confidence. Any new bookings made up to 31st August 2020 for the travel period up to 31st October 2020, we will offer flexibility on new reservations such that if the travel restrictions continue making their travel 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

We sincerely hope the measures we are all taking today will ensure a safe and swift return to travel when we are given the all clear.

Our thoughts continue to be with you all, as we wind our way through this uncertain time. We hope you all remain well and positive.

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

Kathryn Munro

VP Sales & Marketing