

Road Bear, El Monte, Mighty & Britz

USA Cancellation Policy for COVID-19 - effective 15 January 2021

Please find below our revised cancellation and rebooking policy for travel within the United States with *th!*. This policy will replace any previous guidance/ waivers that have been issued, and applies to Road Bear RV, Britz, El Monte RV and Mighty bookings in the USA.



As we plan for the coming summer season, we consider the positive news surrounding development and distribution of various COVID-19 vaccines. We are certainly optimistic that as 2021 progresses, we may start to see a return of some international travel. We have accordingly decided to retain some flexibility with our special cancellation terms for round trip bookings, and have adopted a different approach to one way bookings.

Round Trip Bookings

For non-one way bookings (returning to the same location as pickup) we will extend our policy to cancel free of charge. In order to prioritize availability for customers who will travel, we continue to require 30 day notice prior to intended travel date to avoid any cancellation fees. For any cancellations within 30 days, our standard cancellation terms apply. This means, for instance, that a booking set to pick up on the 30 Jun 2021, would need to cancel on 1 June 2021.

One Way Bookings

From 1 February 2021, our **standard cancellation terms will apply to all one way bookings, regardless of intended travel date.** This will help us plan more effectively to ensure our fleet is positioned well for the season.

Any new bookings or re-bookings may be made under current rates, with any applicable specials or early bird discounts applied.

For clarity, this policy applies to both existing bookings, and new bookings made with Road Bear RV, EL Monte RV, Britz and Mighty bookings.