

Beleid van Cruise America en Cruise Canada



Update Effective
May 14, 2020

GREETINGS FROM CRUISE AMERICA &
CRUISE CANADA

SPECIAL ANNOUNCEMENT – RESUMPTION OF NORMAL CANCELLATION POLICIES:

Dear Tour Operator Friends,

We continue to monitor the situation closely with regards to the various travel bans and restrictions around the world surrounding Covid-19 and have now updated our policy for cancellations for all Cruise America & Cruise Canada departures as follows:

NEW INFORMATION: Cancellations for travel with departure dates from July 1st, 2020 through all future dates: For all Cruise America and Cruise Canada departures (for all travelers, regardless of country of origin) booked to depart from **July 1st, 2020 or thereafter**, Cruise America and Cruise Canada's normal cancellation policies shall apply. Note that for all cancellations, rebookings to other travel times are welcome, at regularly posted rates and terms.

Our regular cancellation terms are as follows:

46 OR MORE DAYS PRIOR TO DEPARTURE - No Charge

16 TO 45 DAYS PRIOR TO DEPARTURE - \$400 USD/CDN

8 DAYS TO 15 DAYS PRIOR TO DEPARTURE - \$650 USD/CDN

1 DAY TO 7 DAYS PRIOR TO DEPARTURE - \$850 USD/CDN

DEPARTURE DAY - Full Rental Charges

Please refer to our international program for further details. Please also note that different terms may apply for group bookings.

We are aware of the impact of the resumption of normal cancellation policies for our international friends around the globe. We have not taken this decision lightly. For months, along with you, we have been hoping for clear guidance from governmental, health and airline authorities around the world regarding the resumption of international flights and travel. Unfortunately, such guidance does not appear to be forthcoming with certainty at the current time.

Our aim with the above policy is NOT to generate cancellation fees. The purpose is to determine that **WHEN** international flights resume, in July or thereafter, the reservations on our books will indeed be filled by our mutual clients. Thank you for your understanding and please be aware that, as always, we are happy to answer any of your questions with regards to the above policy update.

We look forward to serving you and our mutual clients in the very near future - as soon as it is possible for us to do so! We wish you and all your loved ones continued good health and safety in the face of this challenging situation. We cherish our relationships with all of our tour operator friends around the globe and we assure you we are waiting and ready to serve our mutual clients as soon as international flights resume!!

OTHER PREVIOUSLY ANNOUNCED CANCELLATION AND POLICY ADJUSTMENTS:

REMINDER: Cancellations for travel with departure dates June 1st through June 30th

2020: For all *Cruise America and Cruise Canada* departures (for International travelers affected by various border closures and restrictions) booked to depart from **June 1st through June 30th, 2020**, Cruise America and Cruise Canada shall waive ALL cancellation fees. Note that for all cancellations, rebookings to other travel times are welcome, at regularly posted rates and terms.

Departure Dates through May 31, 2020 - Reservations Changes and Re-bookings (with 20% discount!)

For all departures during this period (for EU-based travelers incl UK/Ireland) booked to depart through to **May 31st, 2020**, Cruise America & Cruise Canada will be happy to modify or change any bookings during this departure period to any other dates during the 2020 season. In the cases where clients are willing and able to rebook their trips, we will offer a 20% discount on daily flexrate and mileage **from the current Cruise America & Cruise Canada offer at the time of rebooking.**

We hope and trust the above policies are clear.

OTHER ISSUES REGARDING CURRENT CORONAVIRUS SITUATION:

ALL CRUISE AMERICA AND CRUISE CANADA LOCATIONS OPEN

We just want to confirm that our locations remain open for pickups and returns. Rental vehicle companies, such as Cruise, and other transportation companies, along with grocers, fuel stations, and others are considered “essential services.” Essential service companies are not subject to closure orders.

ENHANCED VEHICLE PREPARATION

Cruise America is dedicated to the safety and well-being of our customers, employees and the community. With the omnipresent news of the Coronavirus (COVID-19), we are closely monitoring the Centers for Disease control (CDC) to ensure we meet and/or exceed their prescribed procedures and preventative measures.

What we are doing:

- Enhanced measures to clean the Vehicles: With enhanced efforts on cleanliness, we are focusing on touchpoints such as flooring, countertops, steering wheels, cushions, and mattresses. Pls also refer to our video detailing all these aspects: shorturl.at/fwFPT
- Cleanliness of Company operated facilities: We have increased the frequency of cleaning services at locations with a focus on doors, handles, countertops, and other hard surfaces.
- Employee promise: We are taking steps to ensure the welfare of our employees and customers, encouraging all to be vigilant and practice good personal hygiene and sanitizing practices.

- For more information on what you can do to keep yourself safe, please refer to CDC guidelines below. [Keeping yourself safe \(reference: CDC\)](#)

We will continue to keep you updated with news and announcements as things evolve and please do not hesitate to reach out if you have any queries.

Please be assured that during this challenging period, we remain focused on providing you with the excellent service and support you have come to expect from us and we thank you for your continued loyalty.

With kind regards,
Tracy