

We continue to monitor the situation closely with regards to the travel ban and restrictions surrounding Covid-19 for International travelers affected travelling to the USA and Canada and have now updated our policy for reservations and cancellations to all Cruise America & Cruise Canada departures as follows:

Cancellations: For all **Cruise America and Cruise Canada** departures (for International travelers affected) booked to depart through to **May 31st, 2020**, Cruise America and Cruise Canada shall waive ALL cancellation fees.

Reservations Changes and Re-bookings (with 20% discount!): For all departures during this period (for International travelers affected) 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.**

Details of Re-booking offer with 20% discount:

- We do understand that due to European Travel regulations, some tour operators may have no choice but to cancel every booking during the official travel ban period (currently in effect through April 12th). In these cases, if the client cancels and then re-books, we will treat this the same as a change or modification and we will happily honor the 20% incentive mentioned above.
- If the affected booking is a one-way, a one-way approval will be necessary before the re-booking can be confirmed.
- Group bookings are not included in the above offer – please contact Cruise America / Cruise Canada reservations directly to discuss re-booking options for existing Groups.
- Example: Client A is scheduled to depart April 1st for 20 day rental from LAX to LAX. Client A elects to change the reservation or cancels and re-books the reservation for departure June 15th for a 20 day rental from LAX to LAX. In this case, all terms of the new departure dates as per Cruise America's (or Cruise Canada for Canadian rentals) current program (current published flexrates, current specials, etc.) shall apply, less 20% discount on all time and miles.

We hope and trust the above policies are clear.

OTHER ISSUES REGARDING THE CURRENT CORONAVIRUS SITUATION:

ALL CRUISE AMERICA AND CRUISE CANADA LOCATIONS ARE 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 World Health organization (WHO) and 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.
- ✓ 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 \(reference: CDC\)](#)

REMINDERS from our previous announcements: the following policy adjustments still apply as well:

5% ADVANCE BOOKING DISCOUNT SUMMER 2020 EXTENDED TO MARCH 31st

Cruise America & Cruise Canada are extending our 5% advance booking discount off the flexrate for Summer 2020 departures (**new** bookings with departures from 1 April to 31 October 2020) to 31st March 2020 inclusive.

CANCELLATION POLICIES RELAXED FOR NEW BOOKINGS THROUGH APRIL 30th

Cruise America & Cruise Canada are pleased to confirm that for all NEW bookings, booked between March 17 through April 30, for travel ANYTIME during 2020, we will NOT charge any cancellation fees if the booking is cancelled by April 30th. Beginning May 1st, our normal cancellation terms will apply, details per page 12 of our latest International Program, attached. Please update your system, online information & marketing messages asap to reflect the temporary policy. (Please note One-way bookings and Group Bookings are still subject to regular and/or special cancellation quotations – thank you for understanding).

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 best regards,
Tracy