



Dear travelers,

2020 has been quite the year, hasn't it? The pandemic turned the world upside down and everyone had to adapt professionally, personally, and socially. Hopefully, that went well for you despite the strict rules imposed on all of us. More importantly, we hope you, your family and friends have stayed healthy and happy!

Contact with each of you was mostly digital, but no less warm-hearted! We appreciate your understanding, positive responses, trust, and support. We retained our positive attitude and remain up to date with all aspects of travel planning in Canada. In its 29th year, Nature Trek Canada (NTC) is doing just fine - we can tap into our financial reserves, have no debts and get some support from the Canadian government. Nature Trek Canada will remain on the scene and at the forefront of inventive travel planning and we hope that everyone will get through this Covid-19 period with a renewed sense of purpose.

Now that 2020 is behind us and we dare to look forward to a more adventurous future, we think it would be good to touch on the following subjects once more:

- reimbursement of travel expenses for cancellations that were forced to take place last year,
- and Canada travel options in 2021 or 2022.

Last year, each travel party received a refund statement for (1) bookings made through our European consolidator in the Netherlands (flights, RV and car rental) and (2) bookings made in Canada through NTC (accommodation, excursions, ferries, etc.). Reimbursement also takes according to this division. All in all, an intensive administrative (and accounting) exercise that kept Annemarie glued to desk and screen for most of 2021!

Reimbursement of travel that had to be canceled in 2020.

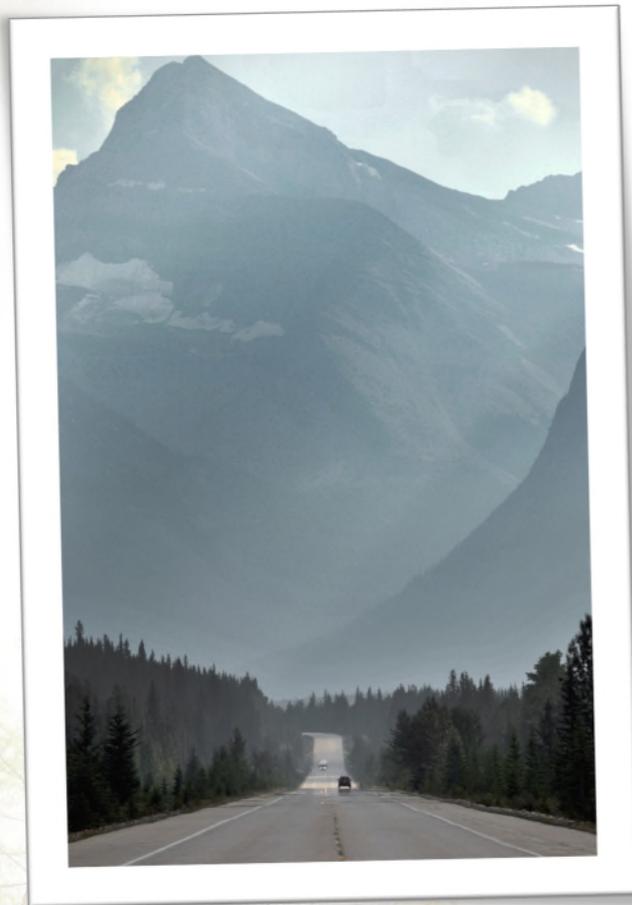
Some of you that had to cancel their Canada trip in 2020 have already received a first installment of the refund. Others opted for a refund once Nature Trek Canada received all amounts (less any cancellation fees). Refunds will normally take place between **December 2020 and February 2021**. Nature Trek Canada will transfer funds after receiving refunds from third parties. Some companies try to spread out refunds to avoid closing their doors.

Nature Trek Canada will send each travel party an additional financial statement in the next 4 weeks, which includes the various options.

What about traveling to Canada in 2021 ?

Going on a Canada trip is not (yet) possible at this time and we dare not make a prediction about when borders will reopen - we leave that to (other) experts. The current situation will hopefully change now that vaccines are introduced. An entry ban for international leisure travelers still applies indefinitely. Canada will adjust or abolish the entry ban according to the situation. We will keep you informed.

It is the Canadian government that ultimately determines whether and when the borders reopen. Airlines are enforcing the rules and will notify the consolidator/travelers if a flight to Canada is canceled due to the Covid19 pandemic. That notice effectively cancels the trip to Canada.



Trips planned for 2021 and 2022.

- Travel groups that chose to postpone their trip to 2021 or 2022 received a Corona voucher for bookings made through the Dutch consolidator and an NTC Voucher for bookings made in Canada.
- The Corona voucher is guaranteed by the Dutch Guarantee Fund (SGR) and an additional SGR rule is that the Corona voucher can still be exchanged for the same amount of money from 6 to 12 months after issue if desired. Payment must be made (at the latest) one year minus one day after the issue date.
- **Important** - it remains possible to use the Corona voucher for a Canada trip in 2022. The same voucher will then remain under SGR guarantee.

If you had to cancel your Canada trip in 2020 (or 2021), NTC will give you a voucher for putting together a new travel arrangement free of charge. The voucher can be used by the same travel group and is valid for a trip in 2022 or 2023.

What options are there for NTC travelers who have a Corona voucher:

- **Wait and see or continue with bookings for a 2021 trip**, assuming that travel will be possible again in 2021. For people who have already booked a trip through NTC in 2021, the GoSafe guarantee applies to camper trips - if travel cannot be made 6 weeks before departure due to Corona, the trip can be canceled at no cost. You can then choose to change the date to a later time (also in 2022) or a refund. Bookings made in Canada may have new cancellation policies as many operators made changes. We are aware of this and will inform you prior to booking.
- **Make a choice and**
 - o **plan ahead** and use the Corona/NTC vouchers for a Canada trip in 2022.
 - o **request a refund** if your 2021 trip is (unfortunately) canceled once more.

If you would like to know more about the various options, please do not hesitate to contact us at information@naturetrek.ca .

Extra: a new face (and force) at Nature Trek Canada

At the beginning of this new year, we would like to introduce Iwan Lewylle to you! He will be part of the Nature Trek Canada team as a "jack of all trades". He will give an extra impulse to NTC's social media presence but will also play an active role in guiding, travel design and further development of Individual Arrangements.



Iwan and his family came to Vancouver Island from Belgium three years ago and they are loving it here. In recent years, NTC and Iwan already collaborated on various group tours in British Columbia. Iwan is a *biologist-with-humor*, gifted photographer and experienced nature guide and bird watcher.

Greetings from Canada and we hope to see you soon!!

The Nature Trek Canada – team: Lo, Annemarie & Iwan