

**Saltspring Island, Canada**  
**March 15, 2020**

**Hello Canada travelers,**

The world is in a state of upheaval due to the spread of the COVID-19 virus. And this can have an effect on travel to (and from) Canada. We want to keep you informed of developments here. And that's what this email is about. Travel to Canada has not changed for the time being. If developments are such that it influences your travel plans, we will of course approach you personally.

**In general**

- There are currently 249 confirmed cases of COVID-19 in Canada. There is 1 death. For updates see the government website <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>
- The measures taken by the Canadian (and Dutch/Belgian, German and UK etc.) governments with regard to the spread of Covid-19 change daily. There is currently no entry ban for Canada. This means that you can travel to Canada and, for now, there is no reason to cancel/postpone your trip.
- Because no one can predict how the virus will spread and because government measures (in Canada and other countries) are likely to come into force, there is no idea when travel will normalize.
- If Canada decides to introduce an entry ban, it may be for a limited period of time. This is not yet the case.

**Cancellations**

We have contacted our consolidator in the Netherlands who arranges international flights and (possibly) transport in Canada (camper and car) for many travelers with whom we work together on their travel plans. Through them we can give you more clarity about the rules that apply to cancellations.

**1) For bookings of flights, rental cars and RV's through our consolidator in the Netherlands only, the following cancellation fees apply:**

- Up to 42 days prior to departure 15% of the total booking amount applies
- 42 to 28 days prior to departure 35% of the total booking amount applies
- 28 to 21 days prior to departure 40% of the total booking amount applies
- 21 to 14 days prior to departure 50% of the total booking amount applies
- 14 to 5 days prior to departure 75% of the total booking amount applies
- 5 – to the day of departure 100% of the total booking amount applies

(<https://www.anvr.nl/DownloadItem/TravellerTerms2019V2.pdf> see article 9).

**2) For any bookings and reservations made through Nature Trek Canada in Canada (or Alaska), the following terms and conditions apply <sup>1</sup>**

- up to 45 days prior to departure 25% of total sum for bookings/reservations made by NTC will be retained
- between 44 and 30 days prior to departure 50% of total sum for bookings/reservations made by NTC price will be retained
- Between 29 and 15 days prior to departure 75% of total sum for bookings/reservations made by NTC price will be retained
- 14 days prior to departure 100% of total sum for bookings/reservations made by NTC will be retained.

Cost for developing your Travel Plan (€ 250/\$Can 350) will not be reimbursed if you (have to) cancel your trip. We will however continue working with you on a new trip at a future date at no cost.

<sup>1</sup>Nature Trek Canada will contact any operator in case of cancellation. A cancellation invoice will then be generated with which you can go to your insurer to finalize the cancellation financially. You can find Nature Trek Canada's Terms and Cancellation Conditions via <https://www.naturetrek.ca/wp-content/uploads/Individual-Travel-Plan-Terms-Conditions-2020.pdf> and via the same link on the first page of your first route plan.

### 3) Cancellation

- **If you voluntarily decide to cancel a trip**, a cancellation insurer will not cover any costs. The above regular cancellation costs then apply.
- **If you become ill before leaving for Canada** or if you have to cancel your trip for another valid personal or family circumstance, you can take out cancellation insurance. Always consult your doctor and your insurance policy!
- **Should there be an entry ban**, we depend on the decisions of the consolidator and they in turn of their suppliers (airlines and camper/car rental companies). In principle, the ANVR travel conditions apply, but the consolidator expects/hopes that the suppliers are accommodating, so that the trip can be rebooked (free of charge) to another date or that they can keep the cancellation costs as low as possible. **Important** - there is currently nothing to say about that. Simply because we, all of us, do not know what will come our way. There is no real precedent for the scenario we are in.
- **If you are in Canada at the time of a possible entry ban** between Canada and your home county, this does not mean that there is an *exit ban*! Furthermore, an airline that changes its schedules always retains its obligation to make expedient alternate arrangements. These are international agreements. Moreover, we are here (in Canada of course) to assist you anytime, anywhere.

In our (almost) 30 years of organizing expeditions and individual travel packages, we have never experienced such sudden and massive changes in planning and logistics. We must adhere to the agreements (ANVR) and guidelines that the various authorities mandate. We will keep in touch with you about the situation and, where necessary or desired, we will of course contact you personally.

So much for reports from Canada. Have a nice week and stay healthy,

**Note** there is no need to respond to this message, unless, of course, there are questions or concerns.

Lo and Annemarie

### Lo Camps & Annemarie Linders

Directors, Nature Trek Canada Ltd

<https://naturetrek.ca/>

