

Saltspring Island, Canada
March 21, 2020

Hello Canada travelers,

This week, the Canadian government introduced an entry ban for an indefinite period. This applies to ALL countries (including the United States). Canada is assessing the COVID-19 situation from day to day and rules and recommendations change accordingly. Nature Trek Canada maintains daily contact with our suppliers in both Canada and the Netherlands. Our Dutch consolidator is currently busy with passengers who would be leaving for Canada in the near future. So if you are traveling in, say, 2 months, or if you have any questions about rebooking flights or RV/car rental which we made for you or cancellation conditions, we will ask you to be patient. Unless it's really urgent or course.

In general

- For updates on the situation in Canada see government websites:
 - o <https://caen-keepexploring.canada.travel/covid-19-traveller-guidance>
 - o <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html#a1>
- Since most (our) travelers will travel to Canada within a few months or even half a year, we ask you to wait until we contact you with more news. We will do so through these updates and, when or if the time comes, in chronological order. This means that we will inform/support the people who have planned a departure in the near future sooner than those who have planned a trip later in the year.

NEW - Regarding cancellations for trips departing until April 21, 2020

- If you leave **before April 22** and your trip cannot continue because, for example, the airline does not operate because of the entry ban to Canada, you are eligible for the so-called Corona Voucher. This voucher is an initiative of the ANVR and ensures that the value of your payment made, or residual payment is converted into a credit. You can use this "Corona voucher" via Nature Trek Canada for a future reservation.
- If the next trip is more expensive than the value of the voucher, you will have to pay the difference.
- The voucher is valid for 12 months but can be extended to 24 months in consultation with us (and our consolidator).
- The voucher is only valid for travelers in the travel group of the original booking.

UNCHANGED – with regards to travel AFTER April 22, 2020

Bookings of flights, rental cars and RV's through our consolidator in the Netherlands the following cancellation fees apply:

- a. Up to 42 days prior to departure 15% of the total booking amount applies
- b. 42 to 28 days prior to departure 35% of the total booking amount applies
- c. 28 to 21 days prior to departure 40% of the total booking amount applies
- d. 21 to 14 days prior to departure 50% of the total booking amount applies
- e. 14 to 5 days prior to departure 75% of the total booking amount applies
- f. 5 – to the day of departure 100% of the total booking amount applies

UNCHANGED - for any bookings and reservations made through Nature Trek Canada in Canada (or Alaska), the following terms and conditions apply ¹

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

¹Nature 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.

With regards to 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.
- **Nature Trek Canada handles all cancellations within Canada.** As indicated earlier, every operator, accommodation, excursion, etc. has different cancellation rules. We are in the process of making an overview of those conditions that apply to your trip. In case of cancellation we will draw up a cancellation invoice in chronological order by date of departure. As you may understand - this a major undertaking but in communicating with each operator we always try to keep costs as low as possible for you. Canada, unfortunately, does not have an 'umbrella organization' that determines cancellation policies, so we must contact every "supplier". It does help though that have known almost every operator personally for more then 25 years.
- If you have cancellation insurance, it is important to find out what is be covered in case of a cancellation prompted by a government issued travel ban (in this case to Canada). To find out you have to contact your insurer.

We have filed 2 questions in regard to the Corona Vouchers:

- 1) Does the Corona Voucher apply to flights, motorhome rental and car rental?
- 2) Which cancellation rules apply if the traveling party does **not** want to or **cannot use** the Corona Voucher?

In closing - have a nice week and stay healthy. We will keep you informed of the developments here. For you and ourselves an extremely unique (and at the same time rather lousy) situation. Our goal is to make you aware of the latest cancellation policies and to act, on your behalf, accordingly. As soon as we know more about trips that will start after April 22, we will let you know.

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

Lo and Annemarie

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<https://naturetrek.ca/>

