

Saltspring Island, Canada
April 7, 2020

Hello Canada travelers,

We hope you are well and that everyone in your circle of family and friends is and remains healthy. Flattening of the curve appears to be taking place in British Columbia. If this continues, we are in a better place in weeks to follow.

You may have already read that Canada has imposed an entry ban until June 30, 2020. That is the current 'projection', but dates may change as the situation warrants - forward to June 15 but also later to July 15, 2020 for example. For travelers departing for Canada in May and June it seems unlikely that your Canada trip can take place, **BUT** we are waiting with a final decision until the second half of April 2020. The 45-day period before departure is important (e.g. for a departure on 1 June that would mean April 25). **Before** that time, a decision must be made to keep the cancellation costs as low as possible. We will contact you ourselves.

What are your options if your trip cannot continue this year?

- 1) we postpone the trip to a later date in 2020,
- 2) we postpone the trip to 2021 using the Corona Voucher (see below),
- 3) the trip is canceled.

For some of you we have made bookings through a Dutch consolidator. The Dutch government and the ACM (Authority governing Consumer protection) will issue travelers who booked flights, campers, cars etc. through Dutch consolidators the so-called **Corona voucher**. This voucher ensures that the value of your deposit and final payment is converted into a credit. You can use this Corona voucher for a future reservation through the same consolidator and Nature Trek Canada Ltd.

However:

- 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 ONLY covers bookings made through the Dutch consolidator.**
- **The voucher does NOT apply to any booking or reservation made in Canada.** ¹

¹ Canada does not have an umbrella organization that sets cancellation rules. Every operator/airline in Canada has its own terms and conditions. Nature Trek Canada acts as an intermediary for you and has an inventory of cancellation rules for each Canadian operator with which they co-operate.

Ad 1) Postponing the trip to a later date in 2020

Our first proposal would be to rebook the trip to a later date (after July 1, 2020). When rebooking to a later date, we try to keep costs as low as possible.

Ad 2) Postponing the trip to another travel date in the 2021 season

This would only be beneficial **IF** you have booked flights or (local) transportation (motorhome/car) through Nature Trek Canada (and its Dutch consolidator) as it guarantees the value of these bookings for another trip within 12 months. In which case, you can claim a Corona voucher and Nature Trek Canada will extend the trip to next year in consultation with you. We then assume the same travel setup (but of course different dates). We will contact the Dutch consolidator for rebooking flights and/or motor home /car **and** contact operators within Canada that are part of your trip to determine if a deposit already made may apply for the next trip or if cancellation rules applies.

Important - Some Canadian operators may offer you the option to (1) let them keep the deposit until another date **or** (2) refund the deposit minus a cancellation penalty (of 8-25% - depending on the operator). If it is possible to transfer

the down payment to a next trip, you should realize that it is possible that this operator may go bankrupt in the coming months due to the Covid-19 conditions. It is unlikely that the deposit you have already paid will then be refunded. We can advise you on this because we know each operator personally. Nature Trek Canada Ltd will NOT go bankrupt.

Ad 3 Cancelling the trip

In consultation with you, Nature Trek Canada will:

- If applicable, contact the Dutch consolidator for cancellation of flights, camper/car etc. Due to the extra ordinary COVID-19 circumstances, you are entitled to a full refund ²
- contact any operator in Canada to minimize cancellation costs.

² **However:**

1. The consolidator which Nature Trek Canada works in the Netherlands is **not** obliged to pay that amount within 6 months.
2. If the consolidator goes bankrupt within that period, the deposited sum will **not** be refunded.
3. The Corona voucher however is **covered** by the SGR (authority regulating travel businesses).
4. Their may be a currency difference which may mean a slight difference in pay out (€ to \$Can back to €)

Important

- 1) If you (want to) cancel the trip yourself, the ANVR conditions apply to bookings made in the Netherlands (see last page). Keep in mind that cancellation insurance does not pay out if you cancel yourself because of the travel ban.
- 2) Nature Trek Canada (NTC) is a Canadian company and bookings made by NTC in Canada and, as previously stated, the Corona voucher **does not apply**. Bookings made for the current trip must therefore be canceled and cancellation policies apply. ² The last page lists cancellation policies that apply to tours conducted by Nature Trek Canada.

² In Canada, every operator has different rules. Nature Trek Canada is not responsible for and does not affect the cancellation terms of Canadian operators (excursions, accommodation, ferries, etc.). During this crisis, some operators adhere strictly to their cancellation policies while others are more flexible. Nature Trek Canada is currently discussing the options with each operator. We do our utmost to advocate for the interests of our travelers. However, Nature Trek Canada is not responsible as to how operators implement, comply with and/or change their cancellation conditions.

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.

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/>



To be complete

Cancellation rules applying to bookings of flights, rental cars and RV's through our consolidator in the Netherlands: (https://www.anvr.nl/DownloadItem/TravellerTerms_2020.pdf see article 9)

- a. Up to 42 days prior to departure 20% 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 days – to the day of departure 100% of the total booking amount applies

Nature Trek Canada's terms and conditions³⁻⁴

<https://www.naturetrek.ca/wp-content/uploads/Individual-Travel-Plan-Terms-Conditions-2020.pdf>

- 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.

³ Due to the specific and unexpected Covid-19 situation, Nature Trek Canada will contact any individual operator with whom reservations or bookings have been made for your trip. We do our utmost to advocate the interests of our travelers. This percentage is therefore a guideline.

⁴ Excursions carried out by Nature Trek Canada itself (such as sea kayaking, wilderness expeditions, walks, etc.) the following amendment is in place (**only and exclusively for the Corona situation**):

(1) deposits are (and remain) valid until the trip is executed.

(2) for travelers who have to cancel their trip to Canada we will reduce our cancellation fee from 25% to 8%. This is the minimum percentage that Nature Trek Canada must pay out to seaplane companies, permits and guides.

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 and will make every effort to make your trip 'memorable' for a second time - but this time in a more positive way!

