

Saltspring Island, Canada

April 21-22, 2020

Hello Canada travelers,

Here's hoping you are well while the COVID-19 pandemic runs its course. In Canada, the curve is flattening nationwide - results vary by province. British Columbia is leading the way with a rapidly declining number of new COVID-19 cases. Regarding (international) travel, we are mostly guided by decisions taken by the Canadian government. In this update we have included the latest developments as well as the procedure Nature Trek Canada will follow if your trip to Canada needs to be canceled this year due to the Corona pandemic.

Regarding the use of the Corona voucher

As the previous update stated, if you have arranged flights or RV/car rental through Nature Trek Canada - our Dutch consolidator will issue 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. There are no limiting conditions (if there are any, the consolidator will indicate at time of re-booking). **Example:** if you now fly with Air Transat and rent a camper from Fraserway, you can (and may) on your next trip fly with KLM and use a Cruise Canada RV rental.

Regarding the amount on the Corona Voucher

The total amount of deposit and/or final payment is stated on the Corona voucher.

Regarding the final payment

Important - the consolidator in the Netherlands agrees with Nature Trek Canada that travelers should not have to pay the (final) balance if it is (almost) certain that the trip will be cancelled. Nature Trek Canada therefore adjusts the final payment date from 6 weeks before departure to 2 weeks before departure (unless, obviously, we have received notice from the consolidator that the trip is definitely cancelled). For the time being, this applies to the months of May and June.

Regarding the date on which it will be decided whether or not your Canada trip can continue

This date is determined by Canadian suppliers (airlines, accommodation, camper, and car rental). They, in turn, make that decision based on guidelines from the Canadian government. A month before departure is the approximate date on which the consolidator receives notification. This applies to the months of May and June. Because we do not yet know what the guidelines will be like for the summer months of July and August, Nature Trek Canada sets its deadline 2 weeks prior to departure. Unless, of course, the Canadian government already indicates ahead of time that (for example) an entry ban will also apply for July. Then we will contact you sooner - there is no point in keeping you (and us) waiting for a decision.

Summarizing:

- **If your Canada trip CANNOT continue**, you will be notified AT LEAST 2 weeks prior to departure. Sooner if the Canadian government so indicates.
- **If your Canada trip CAN take place**, you will be notified AT THE LATEST 2 weeks prior to departure. Final payments must then be paid immediately.

What is the "procedure" if your trip needs to be canceled?

- 1) Nature Trek Canada will contact you. No later than 14 days before the planned departure date. Sooner if the Canadian government so indicates. **Note** – at **any time** you can indicate if you want to reschedule the trip in 2021. Although doing so does not change the 'timing', it does speed up the procedure.
- 2) About 4 weeks before (the planned) departure you will receive an overview of bookings and reservations that Nature Trek Canada has made in consultation with you for your Canada trip. This overview shows the financial consequences if your Canada trip is postponed to 2021. This can help you make a decision about your travel plans.
- 3) Nature Trek Canada will assist you in making a decision and once made, will contact the consolidator in the Netherlands to convert reservations for your trip (flights, RV- or car rental) into a Corona voucher or outright cancellation.
- 4) Nature Trek Canada will cancel ALL reservations and bookings made in Canada for your trip.
- 5) We will contact you in September 2020 to start preparations for your 2021 Canada adventure! We will use the latest route proposal and reservations schedule, but will, course, entertain different dates.

In closing

We are keeping a close eye on developments regarding the coronavirus (COVID-19) pandemic. We follow guidelines from the Canadian and European governments. We remain in close contact with our consolidator in the Netherlands and our Canadian representatives. and hope, like you, that you can travel to Canada on the date planned. But until then, we will work with you and our Dutch and Canadian "providers" to represent your travel interests as best we can.

Stay fit and healthy – we're in this together although we are and ocean (or two) apart!
Sincerely,

Lo and Annemarie
Nature Trek Canada Ltd
<https://naturetrek.ca/>



A repeat from previous updates - 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,
- 3) the trip is canceled.

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 12-24 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.

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.
- contact any operator in Canada to minimize cancellation costs.

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 €).

Regarding the Corona voucher

- This voucher **ONLY** covers bookings made through the Dutch consolidator (flights, RV, and car rentals).
- This voucher **does NOT** cover any bookings or reservations made for your trip in Canada.
- If the next trip is more expensive than the value of the voucher, you will have to pay the difference.
- You can use the voucher for a future reservation through the same consolidator and Nature Trek Canada Ltd.
- The voucher is valid for 12 months but can be extended to 24 months in consultation with us (and our consolidator).
- Do you have to accept the Corona voucher? No. You are entitled to a full refund of your (paid) travel sum (see (<https://www.anvr.nl/lists/nieuws/artikel.aspx?ID=8112>) last paragraph, in Dutch however.....).

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)

Nature Trek Canada's terms and conditions ^{1 2}

<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.

¹ 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.

² 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!

