

Saltspring Island, Canada

May 13-15, 2020

Hello Canada travelers,

From Canada's sunny westcoast a warm greeting. Hopefully, you and your family remain in good health and are seeing a light at the end of the COVID-19 tunnel. In Canada, the infection curve keeps flattening - results vary by province. A number of provinces have (already) relaxed restrictive measures (New Brunswick, Manitoba, and Saskatchewan). Under the "larger jurisdictions", British Columbia is still ahead with a sharply declining number of new COVID-19 cases (between 7 and 15 per day). However, that does not change the Canadian government's border policy. We feel you are entitled to an honest prognosis with regards to your trip to Canada. This update will make it clear that there will be no re-opening of the Canadian borders to non-essential international air travel in the coming months. More information can be found below.

There are only a few regulatory changes. Those are summarized below as well. The final few pages, as usual, contain essential summaries of previous updates.

When will Canada's borders reopen?

This is the main question that has kept us busy in recent weeks - when will borders reopen for non-essential international air traffic (for travelers like yourselves). It is important that opening up international borders is a federal decision. So a decision Canada makes as a country, not a decision the province of British Columbia makes (despite the border BC shares with the United States). Opening the borders is predicting the largely 'unknown' course the COVID-19 virus will follow. Canada and the provinces have adopted scenarios A, B and C (best case, average and worst case).

What is the current situation?

At the moment, Canada is still in 'level 3' which means: **Avoid all non-essential travel outside of Canada until further notice** (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/canadas-reponse.html#ta> and <https://travel.gc.ca/travelling/health-safety/travel-health-notice#risklevels>).

The following applies for most European countries - Canada blocks access to the country for all international travelers except Canadian citizens or permanent residents of Canada. Entrance is also allowed for airline crews, diplomats and immediate family members of Canadian citizens and permanent residents.

Nature Trek Canada is a member of Destination BC - an industry forum related to British Columbia tourism. April 30 let us hear the following (<https://www.destinationbc.ca/covid-19/destination-bc-response/covid-19-industry-calls/> from minute 21:35) and see this graph:

Leisure Travel	A - Best Case	B - Likely Case	C - Worst Case
Est. Probability	20%	60%	20%
Domestic Travel			
• Short Haul	June/July 2020	Sept/Oct 2020	March 2021
• Long Haul	Aug/Sept 2020	Oct/Nov 2020	
US Travel	Sept/Oct 2020	Dec/Jan 2021	Summer 2021
International Travel	December 2020	Spring 2021	Fall/Winter 2021
Meetings & Conventions	Spring 2021	Summer/Fall 2021	Winter/Spring 2022
Sequence of International Leisure Resuming	US border, followed by Asia, Germany, UK, Mexico, Australia		

Table - prognosis for British Columbia

Table summarized: at best, international travel will be possible from December 2020. Most likely it will be the spring of 2021. Of course this is not a "fact", but it is a well-founded forecast. These forecasts determine the guidelines for the province of British Columbia. **In essence, it means that your Canada trip is unlikely to continue this year.**

What now?

In previous updates you have been able to read that Nature Trek Canada's response to the COVID-19 pandemic is dictated by regulations our consolidator in the Netherlands adheres to. As follows:

- **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.

It is already clear to us (Nature Trek Canada) and our Dutch consolidator that international travel to Canada will not take place for a few more months. We feel you should be able to decide **at an earlier date** than a month prior to departure what will happen to your Canada trip (see also "What are the possibilities if we cannot make our trip due to the entry ban" in the "repeat" section of this update).

What if we decide to move the trip to another date?

Advice from Nature Trek Canada:

- We do not recommend moving your Canada trip to a later date in the year 2020.
- We do recommend moving your Canada trip to a date in the year 2021

You now have the choice to:

- 1) **immediately indicate that you want to move the trip to 2021.** You do not have to wait until 1 month before the planned departure date.
- 2) **leave the decision making to the consolidator.** You will then receive a definite answer 4 to 2 weeks before the scheduled departure.

Important - in both cases, your deposit and/or final payment re. flights, RV & car rental is guaranteed.

1) **If you indicate that you want to move the trip to 2021**, than this will not count as a "cancellation by the traveler". **Dutch consolidator says:** *"If we rebook customers to next year, we will convert the down payment made to the new booking. There are no cancellation fees for airline tickets that have not yet been printed. In addition, we can cancel all cars and campers (up to now) at no cost. We are affiliated with the SGR, so the new booking is also covered by the SGR coverage."* **Says Nature Trek Canada** – *"so if the consolidator goes bankrupt, funds already paid will be reimbursed by the SGR"*. If you choose this approach, you will not receive a Corona voucher. Rather payments are immediately used for new bookings.

2) **If you let the consolidator make the decision**, payments made will be included in the Corona voucher (see also - About the Corona Voucher in the "repeat" section of this update).

In both cases (decision 1 or 2) payments made by you for reservations made from the Netherlands (flights, camper, car) are covered.

New - note regarding cancellation of motorhomes

Fraserway, Four Seasons, Canadream and Cruise Canada campers with pick-up dates in June can be canceled free of charge. The same arrangement is expected for July, but that is not yet clear. In addition, Fraserway, Four Seasons and Canadream make it possible to change bookings from this year (2020) to next year (2021). In that case you only pay Euro 25, - administration fee. **Nature Trek Canada notes** – the RV rebookings we have made for clients moving on to 2021 usually show a considerable saving compared to this year's pricing. It may be worth cancelling the RV and making a totally new booking.

How will Nature Trek Canada work with you to change your Canada vacation to another date?

1) **You can request a clear 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 or canceled (**read** - canceled by the consolidator). This overview can help you make a decision about your travel plans. **Important** - this is (for Annemarie) a reasonably complicated affair. That is why we make the overviews in order of request with priority for trips that leave earlier in the summer.

2) **We would like to hear from you what you would like to do.** Move your trip to 2021 now or wait for the consolidator's decision 4-2 weeks before scheduled departure. Of course we will assist you in making that decision.

3) **Decision made?** Then NTC will contact the consolidator to convert reservations made in the Netherlands into a Corona voucher (if you choose to make the decision 4 weeks before planned departure) **or** to transfer them to a new booking for 2021 (if you can decide now to move the trip to 2021).

4) **In any case** Nature Trek Canada cancels reservations and bookings made in Canada.

5) We can already start **preparing for your Canada trip in 2021**. We will use the last route proposal and reservation schedule, but of course with different dates.

Information about bookings for 2021

Flights. We can already book Air Transat flights. Other airlines only provide flight information and fares 11 months before scheduled departure (so for flights on June 1, 2021, we can request information from July 1, 2020).

Campers. Fraserway, Four Seasons, Cruise Canada and Canadream already have rates for 2021. That's unique. The rates that we have requested for travelers who already move on to 2021 are often considerably cheaper than the rental rate that the same travelers have had to pay for 2020.

Car rentals. Alamo's 2021 rates are in - € 1 per day more expensive than the 2020 rates.

In closing

If, after perusing the above information, you have any questions - bring it on!

Let us know if you would like to receive a financial statement, then Annemarie will work on that.

If we can assist in making your decision, we are of course happy to do so. The 'rest' will come naturally.

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 that you can travel to Canada on a later date in 2021. 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 are 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

About the Corona Voucher

The **Corona 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.

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

What are the possibilities if we cannot make our trip due to the entry ban?

1) Postponing the trip to a later date in 2020

We do not recommend that.

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

This is beneficial if **(a)** you have booked flights or (local) transportation (motorhome/car) through Nature Trek Canada (and its Dutch consolidator) as the Corona voucher guarantees the value of these bookings for another trip within 12-24 months and for **(b)** bookings made with Nature Trek Canada that allow you to transfer your deposit to 2021 (sea kayaking, wilderness treks etc). Nature Trek Canada will extend the trip to next year in consultation with you. We will 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.

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 extraordinary 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 €).

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!

