



A Message from SITA World Tours to our valued Agent Community:

As we all are challenged by this unprecedented situation with COVID-19, we must work together and take the necessary precautions. SITA World Tours is here to assist you with your clients' bookings and to help in managing the weeks ahead.

Since January, the staff at SITA World Tours has diligently worked with many of you in safeguarding your clients' travel arrangements affected by the current COVID-19 situation. As an agent-centric operator, it is our goal to protect your financial interest and ensure the safety and travel-enjoyment of our mutual clients. Therefore, allow us to share the following details with you:

- We encourage you to review the US State Department Travel Advisory and the US Center for Disease Control Travel Health information to determine the status of your clients' destination. Both sites provide valuable information and guide our actions when assessing a specific client travel arrangement.
- [US State Department Travel Advisory US Center for Disease Control Travel Health Information](#)
- If you have questions for existing bookings departing within 60 days, please contact your SITA Travel Advisor. We have been successful in protecting your commission and your clients' travel investment by postponing the departure or changing the destination.
- For departures outside 30 days we are temporarily modifying our Terms & Conditions to encourage future travel. Changes are as follows:
  - o Deposits for new bookings reduced by 50% to \$250 per person
  - o Final payment due dates reduced from 60 days to 45 days before departure
  - o For series departures prior to May 31, 2020, clients may defer travel without penalty

- If your clients cancel their Land arrangements between March 1 and May 31, 2020, they may use the cancellation fee as a credit towards a future booking.

The current worldwide health situation is fluid. We are committed to our partnership with the retail agent community and will assist you in evaluating each booking arrangement in detail and based on the current conditions. Please contact your SITA Travel Advisor or call us at 800.421.5643. You may also send us a message at [sitatours@sitatours.com](mailto:sitatours@sitatours.com).

We express our solidarity with you and are wishing you and your family safety and good health.

Sincerely,

Your SITA World Tours Management

[www.sitatours.com](http://www.sitatours.com)