

We know that this situation is constantly changing and that updates are occurring at a moment's notice. We are committed to keeping you updated on those changes as they appear.

The Department of Homeland Security has stated that travel from the European countries in the Schengen Area is suspended for 30-days, effective 1159P on Friday 3/13/2020. Legal permanent residents of the United States are however permitted to travel to these countries, however they will be required to re-enter the US through select airports, they will be screened and have to self-quarantine for 14-days upon arrival.

At this time, Collette is cancelling tours departing through April 13, 2020 visiting the Schengen Area Countries as follows: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland. **This excludes UK and Ireland.**

As a result of these changes, all of your travel professionals will be contacted by Collette's Customer Service Team and offered the following options (in this order) in an effort to protect the business for you.

- **Re-book for travel later in 2020 – price protected**
- **A travel voucher valued at 105% of their total tour price, land & air valid for travel through the end of 2021**
- **Full money back**

We know that this is a trying time for you, for your business, and for your families. We are so appreciative of everything that you have done to this point and continue to do. We will emerge from this stronger than ever before.

Sincerely,

Christian Leibl-Cote

Senior Vice President of Global Business

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