**Contiki – March 24, 2020**

Dear partner,

We are living in unprecedented times. The decision we made this week to suspend all global operations was enormously difficult, but as communities around the world continue to grapple with COVID-19, it became clear that this was the only responsible action for the well-being of our travelers and staff. Check out our [COVID-19 FAQs](http://click.us-email.contiki.com/?qs=052e8189265af55c76ccb8018d01c6d84bae2b6d43cb33d705da871a7efe65a4aea8ce2645b24a07ab2e4de726868a8a6767b635309e84b0) for the latest updates on how we’re responding to the international situation.

So where does this leave us? A community of travel professionals and travelers in a world without travel? Well, it doesn't leave us feeling hopeless, or frightened, or angry. We know that when the doors of the world are flung open once again, we and our travelers will come out of them more resilient and eager to explore than ever. Because all of the traits that have defined our travelers since 1962: courage, community, empathy, friendship - these are the values that'll see us through. This virus will challenge us, but it will also unify us. We can take strength from that.

We know this is a difficult time for our entire industry, but we also know that when the dust settles our travelers will be more eager to explore the world than ever before. With this in mind, we want to do everything we can to assist you in holding onto your bookings.

To do this, we’re making it easy for our travelers to rebook, free of charge. We've also temporarily suspended the cancellation charges until 30 days prior to departure, to give travelers due to depart after 1 May even more flexibility and time to change their plans if they wish. We offer trips up until October 2021, so travelers will have plenty of choice and flexibility when it comes to their next adventure.

In these times, we're not just taking steps to ensure the well-being of our travelers, but also the well-being of our teams. Effective today, we have instituted a work from home policy for our Sales Team and the Contact Center. What does this mean for you? We are still here and committed to support you. While we have limited support via the phone, you can use these alternative channels:

* **Go online**. Our latest updates and policies can be found on our [travel alert](http://click.us-email.contiki.com/?qs=052e8189265af55cf72286337f771b7f450048d874131471de9a81ae064987df1d3cdbb381c182d938b396e50bce751297c17bcb86182129) page
* **Chat with us.** We have increased the number of contact center agents available to chat to provide quicker response.
* **Send us an email.**For bookings departing in more than 30 days, please email infousa@contiki.com

Until the dust settles, we’ll also keep working hard to keep you updated and share stories. Through email, Instagram, Snapchat, Facebook and our blog, Six-Two, we’ll be bringing you updates but more importantly stories of adventure, friendship and positivity. Stories to make us laugh when we need it most. Through the telling of these tales we’ll continue to journey beyond our four walls, even as many of us face weeks or more in self-isolation. If we can’t bring you to the world, we’ll do our very best to bring the world to you. Please join us and share your comments and passion.

We’ll continue to look out for each other, connect with each other and smile about all the good stuff that remains, safe in the knowledge that we’ll see each other on the road soon. Because that’s who travelers are. That’s what travelers do. Know our entire team is here to support you wherever possible. We truly appreciate your support and your partnership as we weather this storm together, safe in the knowledge that we’ll be on the road again soon.

Best wishes,
Contiki