

Contiki

In the midst of uncertainty that many are feeling regarding the coronavirus, I want to personally reach out to let you know that first and foremost, we are in this together and together is exactly how we'll overcome it. We're closely monitoring the coronavirus (Covid-19) developments, taking all necessary precautionary measures to prioritize the wellbeing of our travelers and teams. At this time all of our trips outside of China are operating as scheduled. In addition to our standard **FlexDeposit** program we are also implementing a few **important temporary policy updates** to help alleviate your clients' travel concerns.

For your clients with existing 2020 Contiki bookings departing on or after April 1st, we have temporarily changed the terms of our cancellation policy to give your clients more time to make decisions about their future travel plans without worrying about increasing penalties. **Effective immediately and until further notice for 2020 Contiki trips departing April 1st or later, we are temporarily offering a penalty waiver for the cancellation penalty until 30 days prior to departure, should guests wish to change their dates or travel to a different destination with Contiki. For a destination under a CDC, Warning Level 3, Avoid Nonessential Travel, such as China, Contiki will cancel or change the trip at no penalty to the customer.** This applies to the land portion of the trip only. Airlines may impose different change policies.

At times like these, partnership truly takes on added importance as we work together to give your clients and our guests the flexibility to make informed decisions about their travel plans. Our entire team at Contiki will be there for you, to support you and to assist in any way we can as we work together through this unique challenge.

Thank you for all that you do, for your partnership and support.