



Here is the link to the notice that your travel advisors will be receiving:

[US Travel Advisor Cruise Suspension](#)

In addition here is a link to our webpage which is updated daily... [AMA Waterways](#)

AmaWaterways Updated Policies in regards to suspended sailings and cancellation policies for future sailings as of March 24, 2020*

*Policies are subject to change or updates at any time

1. Season suspended through May 31, 2020 and will resume operation on June 1, 2020

- All sailings through May 31, 2020 have been suspended at this time
- Booking will be automatically cancelled
- All bookings will receive a Future Cruise Credit equal to 115% of the value of the funds AmaWaterways has received for purchased services through AmaWaterways
- FCCs will be good until Dec 31, 2022
- On Bookings that are suspended, and client opts to accept the FCC option, commission will be protected at 100% based on the original booking, plus you will receive an additional 10% commission on the full value of the FCC plus your full commission for any fare differential over the value of the FCC
- FCCs are FULLY TRANSFERABLE
- If FCC is not used by expiration date, we will offer a full monetary refund
- Travel Waiver Plus premium will be refunded automatically for suspended sailings
- If we are all band together in an effort to support the FCC option, it would be a huge help in further protecting your personal travel businesses and our travel industry as a whole

2. Revised: Travel Waiver Plus TA Flyers (US & CAD):

TWP TAs US:

http://loveama.amawaterways.com.s3.amazonaws.com/pdf/travel_waiver_plus_usd.pdf

TWP TAs CAD:

http://loveama.amawaterways.com.s3.amazonaws.com/pdf/travel_waiver_plus_cad.pdf

We have made the following updates:

- Added: that TWP can be purchased for Africa Safaris & Wildlife Cruises, as long as it is purchased at or after final payment (90 days or less) and up to 48 hours prior to departure.
- Added: to the Terms that TWP can be added up to 48 hours prior to the start of AmaWaterways purchased services and must be purchased by December 31, 2020.
- Cancellation Policies on Page 2 now include cancellation fees for Africa.

3. Future Cruise Credits:

- Future Cruise Credits can be applied to cruise fare and all services through AmaWaterways including air, land, insurance etc.
- Any Travel Waiver Plus bookings and suspended sailings through May 31, 2020: Future Cruise Credits are now transferable with authorization of the original owner.

4. AIR:

We have established an air department email: ASKAIR@amawaterways.com travel advisors inquiring about an air question can bypass reservations by sending an email directly to our air department.

- Please include a booking number, IATA and any information pertaining to the booking.
- Response time is within 24-72 hours.

We are standing by your side to support you and your travel advisors to get through these unprecedented times together,

Mary Margaret

**Mary Margaret Reuther, Key Accounts Manager - Midwest
AmaWaterways**

Cell: 630-235-9719 - Ofc: 630-530-7436

marymargaret@amawaterways.com

RESERVATIONS: (800) 626-0126 (U.S. and Canada, Toll Free)