



Tauck's policies

If clients have an active reservation, we are providing them with the flexibility offered by two options:

- 1.) As per our recently relaxed policy pertaining to Tauck-cancelled departures, clients may receive a full refund of their cruise cost. Any Cruise Protection Product premiums are on account in voucher form for use on future Tauck journeys.
- 2.) Most airlines are currently waiving change fees. However, if clients' flights are booked through Tauck and any change fees are incurred, they will be covered by Tauck. For Tauck-booked flights, reimbursement will arrive separately from any cruise refund. For non-Tauck flights, we will reimburse change fees up to USD \$250** per person with the submission of a receipt. Please allow up to two weeks for any refunds to arrive.

If clients have already cancelled their reservation, and because Tauck has now cancelled your clients' entire sailing, the options available to your clients are modified as follows:

- 1.) As per our recently relaxed policy pertaining to Tauck-cancelled departures, clients may now receive a refund of any cruise funds currently "Dreamsaved" with Tauck. Any Cruise Protection Product premiums will be kept on account in voucher form for use on future Tauck journeys.
- 2.) We recognize that clients want to travel with us – they are just anxious about traveling now. With this in mind, we are offering a USD \$500* credit per traveler if clients transfer their Dreamsaved funds to a new 2020 or 2021 reservation. If clients are unsure of their future travel plans they can instead choose to leave those Dreamsaved funds from their cruise in a "Tauck Travel Wallet," and receive the same USD \$500* credit per traveler to be used toward a future reservation. For up-to-the minute availability on all of our land tours and cruises, please visit our website, www.tauck.com.

Clients will also receive an email outlining the above options. Once Advisors and clients have decided how they'd like to proceed, Advisors must contact Tauck's Guest Relations Department at (800) 468-2825, and select option #3, Monday through Friday, from 9:00 AM – 5:00 PM eastern time. (Please forgive any delays experienced.) Consistent with our standard policy, Tauck will pay travel advisor commissions at time of travel and on any retained penalties that result from cancellation. Tauck does not offer commission on payments that are refunded to guests.