



TEMPORARY REBOOKING AND CANCELLATION RETAIL TERMS AND CONDITIONS

(VALID AS OF MARCH 18, 2020)

In response to the rapidly changing circumstances of the COVID-19 pandemic and in an abundance of caution, we have delayed the start of our 2020 travel season and suspended some departures. In light of this update, we have made additional revisions to our terms and conditions for those guests impacted by the suspended departures. We have also made additional revisions to our terms and conditions to provide peace of mind for guests who may wish to alter their travel plans. The new changes provide additional flexibility for all guests booked to travel in 2020 and 2021.

GUESTS UNABLE TO TRAVEL DUE TO SUSPENSION OF OPERATIONS FROM APRIL 13 TO APRIL 30

Guests who are unable to travel due to a suspension of RM operations, will receive a credit in the amount equivalent to 110% of their booking value. This credit can be redeemed for travel that occurs through the 2022 season. The credit is not transferable and may not be redeemed for cash or other credit.

GUESTS BOOKED ON ONE OF OUR OPERATING 2020 DEPARTURES

If you are booked to travel during our 2020 season and wish to cancel or rebook your trip to travel on another date in 2020 or 2021, please see table below.

DAYS PRIOR TO DEPARTURE	
30+ DAYS	0 – 29 DAYS
<ul style="list-style-type: none">· You can change your travel date with no penalty.· Final payment terms have changed to be due at 30 days prior to travel.· All cancellations will be processed in the form of a non-refundable, non-transferable travel credit for use in the 2020 or 2021 travel seasons.	<ul style="list-style-type: none">· It is not possible to rebook within 29 days of your travel date.· The cancellation penalty is 100% of the itinerary price.

GUESTS WISHING TO BOOK FOR THE 2020 TRAVEL SEASON

We have amended our 2020 season booking requirements to waive deposits at time of booking. Full payment will be due 30 days out from travel and will be non-refundable.

GUESTS WISHING TO BOOK FOR THE 2021 TRAVEL SEASON

We have amended our 2021 season booking requirements to waive deposits at time of booking. A non-refundable, 20% deposit will be due by November 6, 2020. Final payments will be due as outlined in our standard terms and conditions unless booked on promotion, where the terms of the promotion will be applied.

IF YOU WOULD LIKE MORE INFORMATION ON YOUR BOOKING

Please contact our sales centre via email at sales@rockymountaineer.com or phone at:

- USA & Canada: 1.877.460.3200 (toll free)
- Canada - French: 1.800.425.9126 (toll free)

- UK: 0800.088.5541 (toll free)
- Germany: 0011.800.189.9311
- Australia: 1800.821.531 (toll free)
- New Zealand: 00.800.06067372 (toll free)
- International: 1.604.606.7245

These revised terms are temporary and subject to change at any time. We will continue to evaluate the situation and potential impact on further departures.

We sincerely thank our guests and partners for their patience and understanding as we work through this challenging and unprecedented time.