

Viking

Coronavirus Update, March 2, 2020

A note to guests with a current reservation and future Viking guests,

As you undoubtedly know, the coronavirus COVID-19 is causing concern in the general public and among those of us engaged in travel. At Viking, the safety and security of our guests and employees has always been our top priority. We have implemented enhanced health screening procedures for all guests and staff before boarding our vessels and everyone is required to complete a health care questionnaire before embarkation. We continue to reiterate the importance of individual hygiene, sanitizing and washing of hands.

We continue to monitor the COVID-19 situation closely including the travel advisories issued by the U.S. State Department and information updates issued by the Centers for Disease Control in the U.S. and the World Health Organization in Switzerland.

This is a situation that can change from day to day, and we can well understand that the decision of whether or not to travel may be weighing on your mind – particularly for those with imminent departures.

In view of this we are for the time being making a temporary exception to our cancellation policy **so that you can be free to postpone your cruise at any time up until 24 hours before the planned departure, without incurring any cancellation fees.** You will be issued a voucher for future travel valid for 24 months, which can be used on any Viking product (river, ocean or expedition). This temporary exception to our standard cancellation policy is applicable for all guests who currently have a reservation with Viking and for all new reservations made through April 30, 2020.

The temporary exception to our cancellation policy is as follows:

- Notification of your intent to postpone your current cruise must be received as follows:
 - If you have flights arranged by Viking, it must be received at least 24 hours prior to the time of flight's departure.
 - If you have arranged your own flights, it must be received at least 24 hours prior to the time of embarkation of the cruise or your hotel check-in, whichever is first.
- Cancelled reservations will be reimbursed in the form of a Future Cruise Voucher in the amount of 100% of all funds paid to Viking.
- Future Cruise Vouchers may be used toward any future river, ocean or expedition cruise with Viking and will be valid for 24 months from issuance.

If you have any questions, please contact your Travel Advisor or Viking at 1-833-900-0951, Monday through Friday, 4:00 AM to 9:00 PM, and Saturday to Sunday, 5:00 AM to 7:00 PM, PT.

We hope you will choose to join us as planned. We will continue to update you on any changes in itineraries or circumstance that may be relevant. In the meantime, we hope that this temporary exception to our policy will help put your mind to ease.