

4-23-20

Covid-19 Agency Partner Update - MAST

Good Evening MAST Team,

As our valued partner, I wanted to reach out and give you another important update about all G Adventures and National Geographic Journeys tours departing in mid-March through to the end of June.

Due to the continuing and evolving COVID-19 global pandemic, we have made the decision to extend the suspension of our tours up to June 30th, 2020. In addition, we have decided to suspend the May 26/May 29 Norway Expedition trip. Given this ongoing global uncertainty, we believe proactively suspending these tours now is the right thing to do. The safety and security of our travelers and staff is our top priority, and this is a precautionary measure to protect our travel community at this time.

If you have travelers that have booked the May 26/May 29 Norway Expedition trip and/or a tour scheduled to depart between June 1, 2020 and June 30, 2020, they will be provided with a future travel credit valued at 110% of the price paid for their tour and any ancillary services including hotels, pre-paid optional activities, and transfers; but excluding airfare and insurance. This travel credit will be automatically applied to their G Adventures or National Geographic Journeys account. If your traveler's suspended booking was on a National Geographic Journey with G Adventures, their travel credit can be applied toward any National Geographic Journeys with G Adventures tour scheduled to depart by June 30, 2022. If your traveler's suspended booking was on a G Adventures tour, their travel credit can be applied toward any G Adventures or National Geographic Journeys tour scheduled to depart by June 30, 2022. Travelers can also apply their travel credit to pre- and post-night hotel accommodation, airport transfers, pre-booked optional activities, My Own Room, or Day Tours. If your travelers have yet to pay in full, we will be keeping the full amount of their Lifetime Deposit on file for use in the future. This Lifetime Deposit will be automatically applied to their G Adventures account and will never expire. It can be applied towards any G Adventures tour they choose to take with us in the future.

[Click Here](#) for a revised FAQ document for additional options for your travelers, this includes:

- * The ability for travelers booked on departures in July, August or September to "self-suspend" their tour should they wish to do so.
- * The ability for travelers to move their tour to a future travel date for the same price paid (instead of 110% Trip credit), giving them more choice to choose what's best for them.

We will be contacting all of your agents regarding the details of their travelers' travel credits in the coming weeks and will post further information on the G Adventures website as soon as it's available.

I'd also like to arrange a meeting with you to take you through some of the new ideas that we have been working on. This includes sharing information on our communication strategy to advisors, providing supporting tools to help advisors drive future bookings, improved SHERPA content, collaborating on insights regarding present market conditions and bookings (Yes, we are getting new bookings!) and much more. During these challenging times, we are keen to be as transparent as we can be, and we would welcome some time with you to work together bringing these ideas to life. Can you let me know if you have any free time later this week or next week to meet?

Please don't hesitate to reach out to me if you have any questions.

Best Wishes,
Jeremy

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