

G ADVENTURES UPDATE APRIL 14, 2020

Future Travel Credits

Due to the continuing and evolving COVID-19 global pandemic, we have made some additional changes that will benefit any travelers affected by suspended tours. Over the coming weeks we will be allocating the **110% Future Travel Credit** to any travelers affected (including those travelers impacted whilst on tour). This Future Travel Credit can then be used against a new booking under the same traveler's name at a future date in time, as per the terms and conditions of that Future Travel Credit.

However, we know that some of our travelers may have purchased a tour that already had a significant discount applied to their booking. In these instances, we are aware that the same discount may not be currently available to their future travel plans. We have therefore decided to offer to **match** the same G Adventures price on their future booking, as long as the booking is in the same seasonal pricing period (i.e. the same month of the following years). In this instance, there would be no 110% Future Travel Credit, as the customer is getting the same trip at the same reduced price they initially paid (which in many cases will be a better deal).

This change allows the traveller to choose the best option for them:

1. To accept the 110% Future Travel Credit (ie FTC valid until May 31st 2022 if their original trip was due to travel in May 2020), **or**
2. To book the same trip at a later date in the same seasonal booking period at the same reduced price (T&C's apply).

We of course would like the traveler to take the option that best suits their needs, and offers them the best value option. This choice will be solely down to them, and they can decide the best option with their travel agent's expert advice. We've made this change based on agency feedback, and we hope that this change will help you to secure bookings now for future travel.

When deciding on either option, rebookings will need to be made via our Contact Centres, and our friendly GCO's will only be too happy to help with all rebookings. **Can you please pass on this important change to your travel advisors.** A revised Agent Q&A document is attached for your ease of reference.

Expedition Bookings - Opportunity Open Until April 30th 2020

With the continuing and evolving COVID-19 global pandemic, we know your travelers may be feeling uncertain about the near future. That's why we would like to give travellers booked on a 2020 Expedition trip the chance to move, free of charge, to the same trip in 2021. They will still be in the same cabin category at the same price they paid for their 2020 booking, with the added peace of mind they have more time before their adventure. This includes Norway and Arctic departures from 29th May 2020 to 31st August 2020.

Perhaps your travelers have thought about booking a different tour instead. In that case, they can choose to get a G Adventures travel credit valued at 110% of the amount paid for their tour. The credit will be automatically applied to their account and be used towards any of our tours departing within 2 years of their original departure date. Or if they have only paid their Lifetime Deposit, they can keep that on file for another tour later on. Lifetime deposits as the name suggests are valid forever and never expire.

This opportunity will only be available until April 30, so please reach out to your travelers soon. Contact us for full terms and conditions, plus any questions you may have.

G Adventures would like to thank its global community of travelers, agents and partners for their commitment in these times of uncertainty. As pioneers of community tourism, we still believe that travel can and will be a continued force for good.

If you have any questions, please do not hesitate to contact myself or the team or through the channels below:

Email: experience@gadventures.com

Phone: Toll-free, North America only: 1 877 277 9854

From the UK: 0344 272 0000

From Australia: 1 300 796 618

From Outside North America, Australia and the UK: +1 416 260 0999