

COVID-19 POLICY: Updated April 29, 2020 - All policies are subject to change

Section 1: Cancellations

A. PAUL GAUGUIN CRUISES is forced to Cancel due to Covid-19

1. Advisors will be receiving individual email updates from our reservations team regarding bookings on canceled cruises. All notification emails will be sent in order of most recent date of canceled cruise.
2. Guests booked on canceled sailings will receive a Future Cruise Credit (FCC) of 120% of cruise fare to transfer to another Paul Gauguin or PONANT cruise within 24 months of the original date of sailing.
 - a. Guests may transfer their FCC to a Family Member as long as sailing takes place within 24 months of original sailing date.
 - PGC Reservations Department must be notified by Travel Advisor, via email, of intentions to transfer to a family member when alternate cruise is chosen.

B. Non-COVID-19 Bookings - Canceled by Advisor

1. Guests whose advisor cancels a booking on a sailing which is not impacted by COVID-19 is also eligible to transfer the funds to another future cruise without penalty.
2. Or if undecided, guests can avail of a Future Cruise Credit of 120% of the cruise fare, valid for 24 months.
 - a. This FCC may be transferred to a Family member if the guest is unable to avail of it in the 24 months.
3. If the guest does not want the 120% FCC, *their advisor can request a refund of the monies deposited*, after deduction of applicable penalties, based on PGC's General Terms & Conditions.

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Section 2: Worry-Free Booking Policy (effective March 27, 2020):

pertains to NEW bookings made on or after March 27, 2020.

A. For ANY NEW bookings starting March 27, 2020 for travel on 2021 sailings onward, guests may:

- 1) Cancel and receive a refund based on the terms of our standard reservation policy.
OR
- 2) Receive a Future Cruise Credit (penalties waived) valid for 24 months from the original sailing date

B. For NEW bookings made for 2020 Departures:

1. Make a new booking with a 10% deposit; final payment is due only 30 days before sailing.
2. Up to 31 days prior to departure, a refund will be issued in case of cancellation.
3. For bookings canceled 30 days or less prior to sailing date, the cancellation penalty will amount to 100% of the booking value.
 - a. The above cancellations and refunds are for the cruise fare only. Refund will be issued in the same manner in which payment was made or issued as a future cruise credit (as noted), in the case of a refund by credit card, ACH or bank wire transfer, the client will be subject to a \$100 USD per pax administrative fee for cruise only bookings and \$350 admin fee on air/sea bookings.

Section 3: Advisor Commission: pertains to Commissionable Items Only.

A. Commission

1. Bookings under 100% cancellation penalty, advisor commissions will be protected.
 - a. Future Cruise Credits issued against canceled bookings that are paid in full, the commission will be protected on the original booking.
 - b. Future Cruise Credits issued against partial paid bookings, commissions will be earned on the new reservation.
2. Commissions are paid after sailing date. PGC will be issuing commission payments to advisors one month following the cruise departure date. i.e. June voyages, commissions will be issued the end of July.