

# A Travel Policy Update for Our Guests

Our passion for exploring our world is as strong as ever, and we remain committed to providing you with truly life-enhancing travel experiences. During our 95 years, we have successfully navigated events ranging from World War II and the Great Depression to 9/11 and SARS, and we know our experience, stability and rock-solid foundation will see us through this current challenge, just as they have in the past. We have earned our guests' trust, and your travel dreams are safe with Tauck.

Still, we recognize the need to pause. Due to continued uncertainty about our ability to deliver the level of experience you expect from Tauck, and consistent with the latest guidance from the U.S. State Department, ***we've decided to cancel all land tours and cruises with departure dates through June 30, 2020.***

***Please do not call Tauck at this time.*** If you are scheduled to travel with us between now and June 30, Tauck or your travel advisor will be calling you to discuss your options. We will be making calls in chronological order, reaching out to those guests scheduled to travel soonest, and we greatly appreciate your patience and understanding while we work through these calls.

**If you are scheduled to travel with us between July 1, 2020 and July 31, 2020, we have altered our policies as follows:**

- **For bookings paid in full:** Any guests who wish to cancel their booking will have ALL cancel fees (including Guest or Cruise Protection Product premiums) issued back to them in the form of a travel credit to be used on any 2020-2021 Tauck journey. Airline change fees will not be covered for guests who voluntarily cancel.
- **For bookings not paid in full:** Final payment for guests booked on these tours is now due 30 days prior to departure. Any guest who cancels after making final payment will have ALL cancel fees (including Guest or Cruise Protection Product premiums) issued back to them in the form of a travel credit to be used on any 2020-2021 Tauck journey. Airline change fees will not be covered for guests who voluntarily cancel.
- **If you are scheduled to travel with Tauck on August 1, 2020 and beyond:** At present, all of Tauck's standard policies apply for our land tours and cruises scheduled for August 1, 2020 and beyond. Should our plans or policies change, we will notify you promptly. We understand that you may have questions, and we are doing our best to provide timely responses to all guests. However, please know that our short-term priority is servicing guests whose Tauck journeys have been cancelled, and those guests whose departure dates are closest in. Your patience and understanding are sincerely appreciated.

Thank you for choosing Tauck for your travel plans. Despite the present challenges, we know that brighter days lie ahead, and that our past learnings and robust fundamentals today ensure we'll be here for you tomorrow. We look forward to exploring the world together soon, and in the meantime, we invite you to click [here](#) for a special message from Tauck CEO Dan Mahar.