

April 1, 2020

In an effort to *help us all retain bookings* during this global pandemic, Pleasant Holidays and Journese have instituted new policies effective April 1, 2020.

1. **Effective April 1, 2020:** For cancellation of non-cruise bookings with travel scheduled 04/01/2020 – 05/31/2020:
  - a. **Bookings without our Travel Protection Plan coverage:** Travelers will receive refunds in the form of a Land Future Travel Credit for 100% of the land portion of the booking, including any Pleasant Holidays fees. The credit may be used for future travel to any destination or cruise vacation in our portfolio for travel by 12/15/2021. Land Future Travel Credit is non-transferrable, non-refundable nor offered as cash back if not used in full. Airline change/cancel policies not applicable and remain as defined in the applicable links. Not valid for existing cruise bookings.
  - b. **Bookings with our Travel Protection Plan coverage:** all plan policies apply.
2. For bookings with travel scheduled after May 31, 2020: all regular Terms and Conditions currently apply.
3. Normal travel protection policies apply if a plan was purchased through Pleasant Holidays.
4. All policies subject to change or cancellation without notice.

As a reminder for all, our websites are the best place to find any updated policies and is where advisors should be directed for any policy details.

<https://www.pleasantholidays.com/Travel-Alerts#CoronavirusTravelAlert> and <https://www.journese.com/alerts/>

As always, I appreciate your support, partnership and friendship as we navigate through this unprecedented event.