



AGENT FAQs for Sherpa

G Adventures has suspended tours starting up to July 31st & G Expedition Tours departing in August, 2020.

Due to the continuing and evolving COVID-19 global pandemic, we have made the decision to extend the suspension of our tours up to July 31st, 2020, as well as to suspend all *G Expedition* tours departing in the month of August. Given this ongoing global uncertainty, we believe proactively suspending these tours now is the right thing to do. The safety and security of our travellers and staff is our top priority, and this is a precautionary measure to protect our travel community at this time. If your booking(s) are affected by this suspension, please note they will now show as being suspended.

We have disabled the ability to change the status of these 'suspended' tours in Sherpa; G Adventures will be handling all suspensions of tours and issuance of travel credits where due. Please allow 4-6 weeks for processing. If you have mistakenly cancelled in Sherpa already, these bookings are still eligible for a travel credit and will be identified and processed separately.

We are urging patience as we work through this with you. Please read this FAQ document to find answers to your question before contacting our team.

1. My travellers' tour has been suspended - what happens?

If your traveller has remitted final payment: If they have booked a tour scheduled to depart between July 1, 2020 and July 31, 2020 or have booked one of our *G Expedition* tours departing in August, your traveller 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, provided you have remitted full payment to G Adventures. This travel credit will be automatically applied to their G Adventures account within the next few weeks and can be applied toward any G Adventures tour departing up to two years from the end of the month of their tour's suspension. You will receive an email from G Adventures with the traveller information, and information of the credit amount and how it can be redeemed.

If your traveller has not remitted final payment: They will retain their Lifetime Deposit (or 20% deposit if they are a resident of Germany, Austria, or Switzerland) on file with G Adventures.

2. My traveller has a tour booked to depart on a date outside the suspension window - what happens?

If your traveller's tour is set to depart from August 1st 2020 to September 30th 2020 (with the exception of all *G Expedition* tours departing in August which have been suspended) we will honour the same Travel Credit terms as detailed in question 1 above. Whilst these tours have not been suspended by G Adventures, we are aware that some travellers may wish at their own discretion to suspend themselves from the tour due to these uncertain times. We would also be happy to support the traveller where we can by moving the traveller onto the same tour at a later date for the same price. In both these cases, please contact our friendly GCOs who will be only too happy to help.

3. What if my traveller does not want a travel credit?

As mentioned above, for all suspended tours we will be offering a travel credit to the value of 110% of the tour price and any ancillary services including hotels, pre-paid optional activities, and transfers; but excluding airfare and insurance, provided you have made full payment to G Adventures. We have implemented a number of incentives to assist you with ensuring your customers understand why a travel credit is the best option for them.

One of these incentives is, if they decide to apply their Suspension Travel Credit to a rebooking of the identical trip that was suspended, for a future date, they will have the option to rebook at the same price that they initially paid for the suspended tour. In this instance they would **not be eligible** for the 110% Travel Credit, so the customer needs to choose the best option for them.

If your traveller remains dissatisfied, please reach out to your GPS or local sales leadership team to better understand what other options may be available.

4. My traveller was offered a previous offer but is now eligible for suspended policy, are they eligible ?

We will honour the latest notification. If they are eligible for the suspended policy and were notified of this, this will supersede any previous notifications.

5. My traveller did not receive the notification about the suspended policy as they cancelled on the relaxed or regular T&Cs, are they eligible?

If the tour was cancelled (by traveller/agent) before G Adventures' decision to suspend tours, travellers are not entitled to the suspension policy. The original cancellation terms stand.

6. Can my traveller use their travel credit to an existing booking with G Adventures?

No, the travel credit created from the suspended tour is only available to be used on newly created bookings.

7. Will my traveller still be able to get the promotion on their existing booking applied to their future booking?

Yes, but in this instance they would be forgoing their rights to their additional 10% we have added to the value of their Future Travel Credit. Normally, our promotions are only valid at the time of booking and have their own Terms and Conditions. In the instance that the customer is applying their Suspension Travel Credit to a rebooking of the identical trip that was suspended, for a future date, we will honour the price that they initially paid for the suspended tour. In this instance they would **not be eligible** for the 110% Travel Credit, so the customer needs to choose the best option for them.

For example, if your customer initially booked a \$2000 trip at the discounted price of \$1600 that was later suspended, they will have been provided with a Suspension Travel Credit of \$1760. They now have the option to either (i) apply their Suspension Travel Credit toward a rebooking of that same trip for a future date at the discounted price of \$1600, and forfeit the bonus 10% Suspension Travel Credit of \$160 or (ii) apply the full \$1760 Suspension Travel Credit to any other trip.

8. Can the traveller transfer their travel credit to someone else?

No, travel credits are not transferable unlike Life Time Deposits.

9. Why has G Adventures taken the decision to only suspend tours up until the end of July at this time?

We still believe that travel can be a force for good in the world. Given the immense uncertainty the world is currently experiencing, we are choosing to leave the door open to the possibility that we may be able to run tours in August and beyond. We are choosing to leave the door open to all of the beautiful possibilities that we believe travel creates. That said, we understand that our travellers may feel uncertain about their bookings for dates in the upcoming months. As such, for any travellers booked on a tour starting up to September 30, 2020, we will allow the transfer to a future date of the same trip for the same price, or to pay in full and get a 110% travel credit, whichever is better for the traveller. We can't wait to share our big, beautiful world with our travellers again.

10. Will my travellers' air that is booked through G be refunded?

We understand that many travellers may be anxious about flight options in this unprecedented time. We are receiving a large volume of requests so please be patient as we work to find solutions for all our travellers.

The team are prioritizing urgent cases and are asking travellers for their patience for any delay in response time.

Refund requests will not be looked at during this time. Travellers who have a scheduled flight that has not yet been cancelled or changed, G Adventures will be contacting the airlines and extending all concessions offered by the airlines back to you and your traveller.

11. Will G Adventures assist with my travellers' air enquiry even if not booked through G Adventures ?

As much as we wish we could provide full service support for your travellers, if the air was not booked through G Adventures we will not be able to help with cancelling existing bookings or changing existing bookings. Your traveller will need to discuss with their travel agent or the airline directly.

12. How will my travellers future travel credit be applied to their booking?

Travel Credits will be applied to your travellers' account in the coming week(s) and we will be notifying our agent partners when this has been done - we will not be communicating directly with your travellers.

13. Will I still get my commission?

For all enquiries related to commission payments these should be directed to your GPS or local sales leadership team not our Call Centres.

14. Are your agent discount programs still available for tours commencing from August 1, 2020?

At this time we are pausing all agent discount programs and will communicate once these are active again.

15. What is the quickest way of contacting G Adventures during this busy time period?

[Live Chat](#) via Sherpa is the quickest way of getting a response.

Alternatively, we can be contacted by telephone or via email however please be advised that we have been experiencing a high volume and are prioritizing the handling of all contacts based on immediacy of the requests.

We will get to everyone - and are working with customers on a priority basis. When using our call back facility please do not leave multiple call backs, if you do you will repeatedly get call backs for every call back that you leave (even after the issue has been resolved).

Toll-free, North America only: 1 800 950 4764

From the UK: 0344 272 0000

From Australia: 1 300 796 618

Tel: 0800 397 334 368 (Germany)

Tel: 0848 447 445 (Switzerland)

Tel: 01 2676 444 (Austria)

Tel: 0044 (0)207 243 9878 (other European countries)

Rest of the world: +1 416 260 0999, or you may contact us by email at experience@gadventures.com

We thank you for your patience and understanding in these unprecedented times.