

CIE Tours

Travel Update (as of 5/11/2020)

CIE Tours has suspended the operation of departures to all destinations through June 30, 2020. At this time all tours beyond July 1, 2020 are operational, but we will be updating this page and contacting travel agents and customers when and if this changes.

Our customer service team will be working with all guests affected by these cancellations to assist them in rebooking the land portion of their travel. While we have a high volume of calls, we are committed to maintaining an exceptional level of customer service and have staffed up our contact center team to address each question or concern individually.

FLEXIBLE REBOOKING POLICIES - To make rebooking tours easy and flexible, CIE Tours is allowing guests booked for all cancelled tours as well as departures through **December 31, 2020** to move travel dates easily, without incurring cancellation fees or land penalties*. The following guidelines apply:

- ***Rebook with Confidence*** – reschedule your trip for another date or tour selection in the future
 - CIE Tours will rebook you on a future tour anytime in 2020 or 2021 with no cancellation fees or penalties*
 - For guests rebooking on the same tour series for a new departure date, any price increase for the future date will be waived.
 - If the new trip selected is a different tour series or destination and the price is higher, guest will be responsible for the difference.
 - If the new trip selected is at a lower price, no refund will be issued for the difference.
- ***OR Receive a Voucher for Future Travel*** – Don't yet know which future date or tour you want?
 - Guests who want more time to select their future vacation will be provided with a Travel Voucher equal to 100% of the land portion of the booking
 - Travel voucher value can be applied for any 2020 or 2021 departure to any of our destinations.
 - CIE Travel Vouchers are transferrable, allowing name changes on the land portion of the trip.
 - Travel vouchers issued as the result of an insurance claim and airline tickets cannot be issued in a new name.
- ***Insurance Travels with You*** - if Trip Protection Insurance was purchased through CIE tours, the policy will be transferrable to the new trip.

If you have any questions about pending travel with CIE Tours, contact your travel advisor or call 1-800-243-8687.

This program valid for all departures for travel through **December 31, 2020 until further notice. Compensation is provided in the form of a CIE Travel Voucher, redeemable for travel departing by December 31, 2021. CIE Travel Vouchers not redeemable for cash. Offer may be withdrawn at*

any time and other restrictions may apply. Guests who choose to cancel rather than rebook their trip or receive a CIE Travel Voucher for future travel will be subject to standard cancellations penalties. Travelers are responsible for any airline penalties imposed due to trip changes and/or cancellations. If airline tickets were purchased through CIE Tours, cancellation fees and any changes in airfare are dependent on airline terms and conditions. Different terms and conditions for both land and air apply to group bookings; please contact your group advisor for more information.