

Coronavirus Update (March 17, 2020)

Dear Travelers,

In an effort to do our part to keep our guests, staff and community safe from the ongoing COVID-19 concerns in our city and around the world, ElderTreks has decided to temporarily close our physical office and all our staff will be working from home. During this time, we will not be able to take phone calls into the office but will be fully reachable by email, we will also be checking voicemail messages during our regular office hours.

Please be advised we will not be able to call you back, so we ask that you leave your name and email address on the voicemail.

For all enquiries, please contact us by email to:

Candice Cooper Candice@eldertreks.com
Diane Reid Diane@eldertreks.com

Update on ElderTreks' trips:

All our May 2020 ElderTreks exclusive tours are currently under review. Once we have confirmation from our local land partners and their governments, we will be updating all affected guests by email.

Air Travel Arrangements:

If you have made your own air travel arrangements, unfortunately ElderTreks cannot help you in this regard as the airlines will not let us communicate with them on your behalf.

However, we can and will work on your behalf if you have paid ElderTreks for your air travel arrangements. We are still subject to what the airline will allow but please be assured we will work hard to provide a refund (from the airline) or whatever goodwill (defer or delay travel, credit or refund) we are able get on your behalf.

Insurance:

If you are currently affected by a trip cancellation and/or awaiting confirmation for an upcoming trip we suggest you begin to process a claim with your insurer as it can take several weeks for ElderTreks to reconcile the cancellation policies of our land partners and their end suppliers.

ElderTreks is bound by the Travel Industry Act 2002 is a member of TICO:

ElderTreks (owned by Passages Exotic Expeditions Ltd) is a registrant in good standing with the Travel Industry Council of Ontario (T.I.C.O.). We have a legal obligation to follow the rules and regulations according to the Travel Industry Act, 2002. We MUST pay for and secure travel services on behalf of our travelers when you register for one of our trips. This means we MUST pay for your services from the money you have paid to us as we are legally bound to do this.

TICO has issued a statement regarding the COVID-19 virus. Please click on the following link:
<https://tico.ca/news/registrar-bulletins/388-registrar-bulletin-coronavirus.html>

Refunds and Credits

As a tour operator fulfilling our legal obligations to secure all travel arrangements, ElderTreks has paid for some or all of your travel arrangements (for trips starting in the next few months). In many cases, we are not in a position to refund, as we often do not have all/some of your money. Despite this, we are working hard with local ground handlers, hotels and airlines to try to give as many people as possible, the option of at least deferring travel.

We appreciate your patience and understanding as we are all trying to work through this most difficult of situations and please stay safe and healthy.

Sincerely,

Gary Murtagh CEO, ElderTreks