

Coronavirus Update (June 22nd, 2020)

Dear Travelers,

Due to ongoing COVID-19 concerns in our city and around the world, ElderTreks' office will remain closed as we are all working from home. We will return to our office one day but when that day will arrive is still unsure. 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

Update on ElderTreks' trips:

All of our scheduled, exclusive ElderTreks' departures have been postponed or cancelled up until January 1st, 2021.

We will be monitoring all future trips from January 1, 2021 onward as circumstances change and evolve. We remain cautiously optimistic that 2021 trips will go as planned despite no one truly knowing if governments, borders, visas, virus spread, etc., will all be conducive to allowing your travel/trip to actually happen.

Many of our travelers scheduled to travel this year have simply postponed their travel for 2020 (for trips prior to Sept 1st) and have taken our offer to transfer to 2021. Despite the disastrous effect of Covid – 19 on travel in 2020, our 2021 is shaping up to be a very busy year. Many of our 2021 departures are already full so we have requested additional departures so that we can accommodate any and all of our travelers who wish to postpone their travel with ElderTreks from 2020 until 2021. We will be offering 2022 trips as of June 15th, most of them at the same price as 2020 and 2021.

For over 2 decades, ElderTreks has been guaranteeing many of our trips. Unfortunately, despite our good intentions, our guarantee cannot supersede a country closing its border, denying visas (even after they have been issued), airlines cancelling flights as well as trying to avoid high risk regions worldwide which may even involve forced or voluntary quarantines that could be imposed by any number of governments during travel to/from one or more countries. ElderTreks is trying to be as proactive as possible without being over-reactive but we are handcuffed just like the rest of the world as no one really knows how things will look even in the next few months. These times are stressful and uncertain for everyone, especially while working in isolation from our homes.

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