

Traveling with Holbrook during COVID-19

Dear Holbrook Travel community,

While many of us are hopeful to travel again soon, we know it may be several months or longer until group travel programs resume operation. Each day there are new developments in the countries where we operate, with news on government restrictions lifting and in-country providers announcing their safety measures.

Ensuring a safe and risk-free travel experience is our highest priority. We are working carefully in all our areas to ensure safety protocols are in place. Below are the following steps we are taking to provide confidence for our travelers to move forward with making plans at this time.

- 1. Flexible booking policies**
Programs booked between now and until January 31, 2021 are fully refundable with no cancellation penalties until the final payment deadline. This may not apply to select specialty or custom programs.
- 2. Smaller groups**
We have always operated small group travel for reasons of impact and community engagement. Now, on most programs, we are planning 10-14 average group sizes with a maximum of 16 travelers. If requested, we can limit size below 10.
- 3. Increased hygiene measures**
Rooms and transport vehicles will be sanitized daily. Plus, where possible, more vehicles will be used to allow for further distance in seating. All participants will be advised to wear facemasks when in close proximity. In each destination we are following extensive cleaning and sanitation protocols.
- 4. Itinerary adjustments to avoid high-touristed areas**
Most of our programs do not focus their time in large cities. On the days where we do visit high-traffic areas, we are adjusting the program, either by going at off-peak hours or visiting an alternative location.
- 5. Dining protocols**
We are working with our suppliers and restaurants to follow safety protocols, including extra room at tables or private seating. All food preparation follows strict protocols, including mask usage.
- 6. Included post-departure insurance**
All of our programs include medical and evacuation insurance. If travelers become ill with COVID-19 while traveling, claims will be considered on the same basis as any other covered sickness.
- 7. Single friendly policy**
We have increased the number of single rooms available and lowered fees wherever possible. In the event that you wish to share and we cannot match you, we are waiving the single supplement fees.
- 8. Independent and Private Groups**
We have increased our offerings for those that wish to travel in a private group with family or friends. Additionally, we have extended the final payment deadline on these programs to 45 days before departure (not including cruise programs).

We hope these measures will alleviate many of your concerns and give you confidence to reserve programs in advance. As always, please don't hesitate to call your Holbrook travel consultant or customer service representative. Our office is working a Monday – Thursday week and will be closed on Fridays until further notice. Thank you for your patience and understanding, and stay safe.

Giving our community up-to-date statements remains a challenge as information is continually changing. We continue to follow announcements by the U.S. Department of State, the World Health Organization (WHO), the U.S. Centers for Disease Control (CDC), and authorities from each country for updates and direction and we are in close contact with our field partners in our destinations.