



ROCKY MOUNTAINEER®

TEMPORARY REBOOKING AND CANCELLATION TERMS AND CONDITIONS

(VALID AS OF MARCH 17, 2020)

In response to the rapidly changing circumstances of the COVID-19 pandemic and in an abundance of caution, we are delaying the start of our 2020 travel season and suspending all departures from April 13 to May 1. In light of this update, we have made additional revisions to our terms and conditions for those guests impacted by the suspended departures.

GUESTS UNABLE TO TRAVEL DUE TO SUSPENSION OF OPERATIONS

Guests who are unable to travel due to a suspension of RM operations as a result of the current COVID-19 Pandemic will receive a voucher in an amount equivalent to 110% of their booking value. This voucher may be redeemed for travel that occurs through October of 2022. Vouchers are not transferable and may not be redeemed for cash or other credit.

We ask that you please contact our sales centre if you would like more information on your booking. They can be reached at sales@rockymountaineer.com or via phone at:

- USA & Canada: 1.877.460.3200 (toll free)
- Canada - French: 1.800.425.9126 (toll free)
- UK: 0800.088.5541 (toll free)
- Germany: 0011.800.189.9311
- Australia: 1800.821.531 (toll free)
- New Zealand: 00.800.06067372 (toll free)
- International: 1.604.606.7245

We will continue to evaluate the situation and potential impact on further departures. We sincerely thank our guests and partners for their patience and understanding as we work through this.

Below you will find our temporary terms and conditions for the operating departures for our 2020 season. These revised terms are temporary and subject to change at any time.

If you are booked to travel up to July 1, 2020 and wish to rebook your trip to travel on another date in 2020 or 2021:

DAYS PRIOR TO DEPARTURE			
60+ DAYS	46–59 DAYS	30–45 DAYS	0–29 DAYS
<p>You can change your travel date with no penalty (see conditions of 46 - 59 days).</p> <p>Your payment terms will be set by your new travel date.</p>	<p>If you are travelling within the next 60 days, all penalties will be waived, and the booking value can be transferred to another travel date within the 2020 or 2021 travel season.</p> <p>Applicable price and promotion of the new itinerary and date applies.</p> <p>You can only change your travel date without penalty once. Our cancellation terms will be based on your new travel date and the non-refundable penalty amounts of your current booking will remain non-refundable following the change of travel date.</p> <p>You don't need to select your new travel date at the time you declare that you would like to rebook. The new booking must be made by December 31, 2020.</p>		<p>As per our standard terms and conditions, if you cancel within 29 days of your travel date the cancellation penalty is 100% of the itinerary price.</p>



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If you are booked to travel up to July 1, 2020 and wish to cancel your trip:

DAYS PRIOR TO DEPARTURE			
60+ DAYS	46–59 DAYS	30–45 DAYS	0–29 DAYS
As per our standard terms and conditions, a cancellation penalty applies (20% of the itinerary price).	We are amending our standard cancellation penalty (50% of the itinerary price) to 20% of the itinerary price if you cancel 46 - 59 days prior to your travel date.	We are amending our standard cancellation penalty (100% of the itinerary price) to 20% of the itinerary price if you cancel 30–45 days prior to your travel date.	As per our standard terms and conditions, if you cancel within 29 days of your travel date the cancellation penalty is 100% of the itinerary price.

Please be aware that the above temporary terms and conditions may change between now and when you reach 60 days prior to your itinerary.