

Subject: Aquitaine Cruises - COVID-19 Policy Update

Dear Valued Guest & Travel Partner:

Please find below important information which address certain client concerns relating to the Coronavirus and explain some of our policies and procedures.

Our passengers' health and safety is our primary concern and we would therefore like to reassure you in relation to your upcoming cruise. As such, we can confirm the following policy positions regarding cancellations and payments:

- If passengers are prevented to join their cruise by national health authorities, government directive or if there is a quarantine by national health authorities on coming to France or returning home, then we will reschedule their cruise in 2020 at no extra fee.
- For cruises departing later in the season where there are no such orders but where nonetheless, clients are anxious, we are happy to review on a case by case basis and consider options for rescheduling at the end of the season 2020 as well.
- Passengers who wish to cancel their trip but not yet ready to rebook an alternative travel date, will receive a Future 2020's Cruise Credit for the amount submitted by the passenger.

NOTES:

In all the cases mentioned, payments must be submitted by the passenger and correspond at least to our cancellation fees, on the day the change is made. In dealing with the extraordinary situation generated by the CoVid-19 virus, a surcharge per booking will be apply as below:

- o More than 84 days before the departure date: 10% of the agreed tour (package) price **+ 350€ net per booking**
- o Between 84 and 42 days before departure date: 30% of the agreed tour (package) price **+200€ net per booking**
- o Between 42 and 28 days before the date: 60% of the agreed tour (package) price
- o 28 days to 1 day before the date of departure 90% of the agreed tour (package) price
- o On the date of departure or later 100% of the agreed tour (package) price

Those cancellation fees apply on the package (accommodation and options) and will be charged for all changes that should be lodged in writing.

Then, this cancellation fee can be used as a deposit for a postponed trip this season 2020. This can be decided later on, depending on the global situation.

For the moment we still have availabilities on most of the departures. In case of rescheduling as above we will prioritize choice of dates starting with passengers traveling earliest in season.

Of course, the current situation is very fluid and we are constantly monitoring advice from the above referenced authorities and national governments. Our policies and guidelines will therefore be subject to further review as the situation develops.

Please contact us at your earliest convenience to give us notify us of the status of your current reservation(s) so that we can organize accordingly from our end.

Best regards,

AQUITAINE CRUISES