



Chamber Explorations Coronavirus Update (as of 19MAR20)

We are monitoring the Coronavirus situation closely with the safety and security of our guests and staff always our top priority. Chamber Explorations (CE) has protocols in place, including preventative measures, to prioritize the safety of our guests.

Travel Updates

CE has suspended operations for all tours scheduled to depart until and including April 15, 2020. Operations for tours to international destinations have been suspended through the end of April 2020. We are working with the affected travelers to reschedule their trip to a later date or offer travel credit toward another CE itinerary. We are in constant contact with suppliers, including airlines and ground operators, to evaluate the situation as it evolves, and will provide updates should the situation extend beyond the departures currently affected.

Oberammergau Passion Play 2020 Update (as of 19MAR20)

We have just been informed by the Passion Play Committee that they will be suspending the 2020 performance & production until 2022 in response to the coronavirus outbreak, and recent restrictions by the Bavarian and German governments. We know this announcement comes as a disappointment to you, as it certainly does to us as well.

In light of this announcement, please know that:

- We are in touch with the Passion Play Committee and are in the process of gathering additional information. As you can imagine, this is a developing situation that will take time to fully sort out.
- We will be determining a path forward for all of our group organizers and guests. Again, this will take some time.
- We will be reaching out to group organizers first then guests with additional information over the next few weeks, using our closest-in departure dates as the priority.

Please do not call into the CE office at this time regarding the Passion Play. We know that you have been planning – perhaps even for years – to attend this historic event, and that you’re anxious to learn more. Please be patient with us as we gather additional information, formulate our plans, and begin reaching out to your group organizer, you our valued guests and our many other impacted group organizations. We thank you in advance for your patience and understanding during this unprecedented situation.

All other CE itineraries, with the exceptions detailed above, are scheduled to operate as planned. Decisions whether to alter or reschedule future CE programs would be made if circumstances continue to inhibit operations, based on travel warnings or restrictions that are extended, for an area/destination where CE operates a program during that time.

The wellbeing and travel enjoyment of our guests is the paramount priority. CE will continue to follow guidelines from all authorities and government advisories and remains in touch with our on the ground suppliers and airlines, to assess each individual itinerary we operate.

Travel Safety

Guests are encouraged to follow CDC recommendations for prevention. Some of the CDC recommendations include but are not limited to washing hands frequently with soap and water, and avoiding touching eyes, nose, and mouth. The use of hand sanitizer is encouraged whenever soap and water may not be available. Extra measures are being taken by our staff to clean commonly touched surfaces on motorcoaches. For more information please visit the CDC link below.
<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>



CE Revised Cancellation and Rebooking Policies

We share our travelers concerns about upcoming travel. As such, we have created revised rebooking and cancellation policies. From now until April 30, 2020, you have the flexibility on most programs to rebook when you can look forward to your trip without concern for your health and safety. Other than airline assessed fees, you may apply the full value of what you have paid toward Future Travel. Airline fees are based on your specific ticket, and typically fully non-refundable. When you rebook, we will also work with your ticketed airline to attempt to secure Air Credit. While not guaranteed, if successful we will apply this value as an Air Credit toward Future Travel (Air Credit limitations & expiration dates apply and vary based on individual ticket and airline policies).

Please note, the Travel Protection Plan and most travel protection policies typically do not consider an event of this nature as a covered event.

Additionally, for those guests concerned but looking to make a brand new Reservation with CE we have some New Booking Policies as well that allows guests to Deposit on a new trip without the worry of any cancellation fees prior to the Final Payment Date.

See below for specific destination and product line exclusions.

CE Land Tours not applicable to Passion Play 2020 or other Programs involving overnight Cruises.

0-14 days prior to departure

Standard Terms & Conditions apply

44-15 days prior to departure

Rebook: After applying airline-assessed fees, penalties or non-refundable ticket, CE will apply 100% of the remaining amount paid towards future travel departing prior to Dec 31, 2021*

Cancel: Excluding any non-refundable Travel Protection Plan, CE will refund 50% of the remaining amount paid.

45-74 days prior to departure

Rebook: After applying airline-assessed fees, penalties or non-refundable ticket, CE will apply 100% of the remaining amount paid towards future travel departing prior to Dec 31, 2021*

Cancel: Excluding any non-refundable Travel Protection Plan, CE will refund 75% of the remaining amount paid.

75-180 days prior to departure - Departures prior to September 15, 2020

For current bookings (names & deposits in house) made prior to March 10, Standard Terms & Conditions apply with a Future Travel Credit issued in the amount of Deposit or Travel Protection Plan (if purchased). FTC can be used towards a future trip with CE.

75-180 days prior to departure - Departures September 15-December 31, 2020

For current bookings (names & deposits in house) made prior to March 10, CE is temporarily waiving cancellation fees until May 31, 2020.



***Rebooking Terms – Land Tours**

- New land or European River Cruise travel services using the FTC must depart prior to Dec 31, 2021*
- Future Travel Credit (FTC) may be applied towards one or more new bookings
- Future Travel Credit (FTC) may not be applied towards existing reservations
- Unused Future Travel Credit (FTC) has no cash value and is non-transferrable to other travelers
- Travel Protection Plan (TPP) will carry over. TPP cost will be adjusted based on total value of the new booking.
- Any air credits available are not guaranteed and CE will attempt to use any air credits. Air credit limitations & expiration dates apply (most expire on 12/31/20 or 1 year from date of issue) and vary based on individual ticket and airline policies
- FTC and Air credits (if applicable) are separate credits with different terms and expiration dates.
- Not applicable to Passion Play – Standard Terms & Conditions apply.

CE Normandy, Paris & the Seine River Cruise Charter (Oct 20 or Oct 27, 2020 Departure)

Cancel on or prior to May 31, 2020 (extended from March 20/March 27, 2020):

Suites: Deposit is Non-Refundable.

All other categories: \$200pp is retained, remaining deposit will be refunded.

Cancel after May 31, 2020:

Standard Terms & Conditions apply

Chamber Explorations Ocean Cruises

Temporary exceptions to Terms & Conditions vary by cruise line and departure date



Q & A

What are my Rebooking options?

Rebooking Option #1 – Same Itinerary – New Date - Moving or rescheduling your existing Reservation to the same tour on another departure date & applying the Future Travel Credit to that new Reservation. Option #1 would give you the best chance to utilize any air credit as most air credits expire around 12/31/20.

Rebooking Option #2 – Different Itinerary – New Date - Rescheduling to a different itinerary on another departure date & applying the Future Travel Credit to that new Reservation.

Rebooking Option #3 – Credit Now – Itinerary Decision Later - If you need more time to make your rebooking decision, we can send you the Future Travel Credit that can be applied at a later date to the same or different itinerary on another departure date. Just be sure to make your new Reservation for a departure date prior to Dec 31, 2021.

- New land or European River Cruise travel services using the FTC must depart prior to Dec 31, 2021*
- Future Travel Credit (FTC) may be applied towards one or more new bookings
- Future Travel Credit (FTC) may not be applied towards existing reservations
- Unused Future Travel Credit has no cash value and is non-transferrable to other travelers
- Travel Protection Plan (TPP) will carry over. TPP cost will be adjusted based on total value of the new booking.
- Any air credits available are not guaranteed and CE will attempt to use any air credits. Air credit limitations & expiration dates apply (most expire on 12/31/20 or 1 year from date of issue) and vary based on individual ticket and airline policies
- FTC and Air credits (if applicable) are separate credits with different terms and expiration dates.
- Not applicable to Passion Play – Standard Terms & Conditions apply.

CHAMBER EXPLORATIONS Travel Policy for New 2020 Bookings (as of 19MAR20)

For NEW 2020 BOOKINGS made between 3/10/20 and 4/30/20, Chamber Explorations is temporarily waiving cancellation fees** until 75 or 90 days prior to departure (varies by itinerary). This allows guests to Deposit on a new trip without the worry of any cancellation fees prior to the Final Payment Date.

***Cancellation fee waiver for NEW 2020 BOOKINGS applies to the normally applicable non-refundable Deposit (or TPP) prior to Final Payment Date. Cancellation fee waiver applies to all Chamber Explorations land tours with the exception of those that include Oberammergau Passion Play performances or anything that includes specific payment conditions, such as cruises. After Final Payment Date, Standard Terms & Conditions apply.*