



## **BRAND NEW - Booking Reassurance Guarantee**

We understand and appreciate that some of your customers might be worried about booking a cruise or travelling right now.

That's why, when they book a cruise for 2020, or a cruise included in our new Worldwide brochure for 2021 and 2022, their booking will be covered with our "Booking Reassurance Guarantee". So if they decide nearer the time of travelling that they want to change their plans due to concern about the COVID-19 virus, we guarantee that they can cancel their booking with no penalty and move any money paid to a different cruise (within the same year).

For cruises departing in 2020, you need to let us know no later than 2 weeks before they are due to travel (minimum of 90 days' notice, prior to departure, required for 2021 / 2022 departures).

When your customers book **by Tuesday 5th May for any Ocean or River cruise currently on sale (or included in our new 2021/22 Worldwide Brochure)**, their booking will be covered with our "Booking Reassurance Guarantee". They will be able to move 100% of the total payments made to any other Ocean or River cruise with Fred. Olsen Cruise Lines. For 2020 cruises, their future cruise must be taken within 2020.

### **What are the details / terms and conditions?**

- To be covered with this guarantee, the booking must be made between 4th March and 5th May 2020 and applies to all cruises on sale.
- For bookings departing in 2020, notification must be received by us no later than 2-weeks prior to departure if they are worried about the virus and want to move their booking.
- For guests with a booking departing in 2021 or 2022, notification must be received by us no later than 90 days prior to departure if they want to move their booking.
- This applies to both Freedom and Saver Fares. Where guests pay in full on a Saver Fare then the full amount can be applied to another 2020 cruise.
- The replacement 2020 cruise must be of an equivalent value to the original cruise booking or higher. Any difference in value is payable by the guest.
- The replacement 2021 / 2022 cruise must be at least 75% of the value of the original cruise. No admin fee will be charged for these bookings.
- Our 'Booking Reassurance Guarantee' applies to both Ocean and River cruises.
- Guests can move their cruise once only.
- 2020 guests must re-book another cruise departing in 2020.
- The lead guest on the new booking must be identical to the original booking.
- All cruises are subject to availability at time of booking

For more information, contact Triton Cape Sea Travel on 021 4439030 or email [info@tritonseaco.za](mailto:info@tritonseaco.za)