



THE  
**TRAVELLING WELL**  
*experience*  
by  collette

## OUR COMMITMENT TO **Travelling Well & your enjoyment**

Each guest that travels with us deserves a memorable and fulfilling travel experience. And we intend to continue to deliver on that promise. Your health, well-being, and enjoyment remain our top focus — just as they have been since we started in 1918.

Our team of travel professionals consult with health and security experts all around the world to ensure a healthy and enjoyable travel experience. Let's take a look into the steps we're taking for you.

### PEACE OF MIND & INSURANCE

**Cancel for Any Reason Waiver** Our travel protection plan financially protects you in the event you need to cancel or move your trip to a different date. If you wish to cancel, for any reason, contact us more than 24 hours before your departure and you'll get all your money back, minus the travel protection premium. Simple as that! No questions asked!

**One Price For All Travel Protection** Sounds almost too good to be true but IT IS TRUE! Collette's travel protection is not based on age. Whether you're 24, 44 or 94 you'll pay the same. No medical questionnaire for anyone of any age. Period.

**Pre-Existing Conditions Waiver** Purchase and pay for Collette's travel protection at the same time as you make your tour deposit and pre-existing conditions are waived.

**Coverage For COVID-19** Under the current advisory by Global Affairs Canada (risk level 3 "Avoid non-essential travel) or a lower risk level, COVID-19 is an eligible claim, the same as any sickness. Passengers would be required to submit appropriate medical documentation and all claims are subject to approval. Please see Policy for full details.

**All This Protection at a Fraction of the Cost** Collette's travel protection is the best value anywhere. Dare to compare! Imagine one policy for ANY AGE, no questions asked... and for only a few hundred dollars.

### ON YOUR TOUR

**Pre-Tour Health Screenings** We will ask all travellers to complete a wellness declaration form before joining their tour.

**Smaller Groups** Tours will operate with a number of empty seats to allow guests to space out for a more comfortable experience.

**Your Tour Manager** We have employed new and enhanced hygiene & physical distancing protocols for tour managers. They are local experts and highly trained to handle a variety of unexpected situations – including illnesses and emergencies. They are also available 24/7 for guests throughout the tour should any situation arise.

**Use of Face Coverings** Face coverings will be included with your pre-tour documents and will be required throughout many experiences on tour, including the motor coach and air travel.

**Motor Coach** All surfaces will be sanitized often, including regular cleaning of high-touch areas with disinfecting wipes. Hand sanitizer will be available at all times and drivers will wear protective gear when appropriate.

**On-Tour Experiences** We work closely with our local partners to ensure adequate physical distancing during meals, experiences, and sightseeing. Guests may be rotated in smaller sub-groups when necessary.

**On-Tour Insurance Coverages** When you purchase our travel protection plan, you'll have access to telehealth services should you need it, plus you're covered on tour for emergency assistance, baggage loss, trip interruption, medical expenses, and more.

**Self-Screening** We will ask all travellers to monitor their health throughout their tour, with protocols in place in the event someone becomes ill.

**Hotels** Specific protocols will vary from destination to destination, hotel to hotel. Overall, rooms and areas like restaurants, fitness centres, etc. will be deep-cleaned regularly, with rooms disinfected thoroughly between guests. High-traffic areas like lobbies and elevators will be cleaned hourly.