



[17220 Newhope Street #203, Fountain Valley, CA., 92708, USA @ 800.795.1633](https://www.valueworldcruises.com)

FR: VALUE WORLD TOURS, INC

12 MARCH 2020

RE: REVISED CANCELLATION POLICIES

URGENT!

In response to the spread of the COVID-19 virus, in order to appease our booked travelers and their concerns regarding safety and payments, in conjunction with our cruise partners, we are implementing the following reduced cancellation policies.

1. For sailings departing **15 March through 30 April, 2020, (Tulip/Danube)** we are **suspending all sailing** dates for the safety of our clients. For these dates we will waive all cancellation penalties and apply a credit of %100 of the total net cruise payments received (*excluding travel insurance, visa fees and any airline change fees**) to be **used on any future sailings, on the same itinerary, up to 18 months from the original cancelled sailing date.**
2. For sailings departing **01 May through 30 June, 2020**, we will accept cancellations up to **16 days prior** to departure, waive all cancellation penalties and apply a credit in the amount of %100 of the total net cruise payments received (*excluding travel insurance, visa fees and any airline change fees*) to be used on any future sailings, on the same itinerary, up to 18 months from the original cancelled sailing date. **Please note that at this point in time, we expect to operate all sailings as scheduled and ask for patience before cancelling.**
3. For sailings departing **01 July through 30 October, 2020**, we will accept cancellations up to **32 days prior** to departure, waive all cancellation penalties and apply a credit in the amount of %100 of the total net cruise payments received (*excluding travel insurance, visa fees and any airline change fees*) to be used on any future **sailings, on the same itinerary, up to 18 months from the original cancelled sailing date.**

***AIR TICKETS:** Airlines have generally waived change fees, but not cancellation fees. Your airline ticket will remain available based on your airlines' rules. If you booked your air through us, we will work with the airlines to rebook you. If you have purchased your air independently, please check with your air carrier for specific rules about ticket exchanges,

The above changes are effective 12 March 2020, and apply to existing/new bookings/cancellations after this date.

This policy will be in force through 01 May at which time, subject to world-wide conditions, we will review and reserve the right to amend these policies accordingly. Also, please note, **our new and enhanced safety procedures** which will be implemented by all our vessels for the balance of the season. **For full details please see our web site.**

Finally, please note, that the safety and comfort of our passengers is our primary concern. We will make updates on our web sites as information becomes available. We thank you for your patience, trust and support. Sincerely yours,

Board of Directors

VALUE WORLD TOURS, INC

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Value World Tours, Inc. @ www.valueworldcruises.com @ (714) 556-8258 @ value@valueworldcruises.com @ CST#: 100020-10