



17220 Newhope Street #203, Fountain Valley, CA., 92708, USA @ [800.795.1633](tel:800.795.1633)

## **CORONA VIRUS UPDATE VALID AS OF 3 APRIL, 2020**

### **All April/May 2020 Tours & Cruises are now suspended through May 31, 2020**

All Land and cruise payments, **will automatically be applied as a future travel credit**. These credits may be used to book services within the next 12 months and may be applied towards travel departing through the end of 2021. A significant portion of affected reservations are airfares. Airlines have generally waived change fees, but not cancellation fees. Your airline ticket value will remain available as a credit based on your airline's rules ([See airlines below\\*](#))

### **Departures June 1 through July 31, 2020**

In the coming weeks, we hope to have a clearer understanding of whether we will be able to operate our tour or cruise programs. If you prefer **not to wait**, you may convert your reservation into a **Future Travel Credit or cancel your trip**. Future Travel Credits may be used to book services within the next 12 months towards travel departing through the end of 2021. While we urge you to preserve your full travel payments via Future Travel Credits, we understand some people may need cash refunds out of financial necessity. If you do choose to cancel outright, please note that your initial deposit of \$250 will be forfeit and if you have paid in full, we can only refund 75% of your land/cruise payments. For those with airline tickets, you have the option to keep the value your ticket open for future use ([See airlines below\\*](#))

**PLEASE DO NOT CALL** as our staff is working from home and at reduced hours and cannot manage all of the calls effectively. Therefore, all requests to **Rebook or Cancel reservations** should be submitted via the [Contact Us](#) page on our web site. **For departures August 1 and beyond, our standard [terms and conditions](#) currently apply.**

**NOTE:** Travel Insurance policies typically do **not** cover epidemics. You should contact your insurance carrier to verify coverage.

**REFUNDS:** Refunds may take 4 to 6 weeks for processing and will be refunded to the payee and the actual method of payment used (checks, credit cards, bank wire)

**IMPORTANT NOTE:** The above policy applies to individuals purchasing our regular programs. The policy **excludes groups, ship charters, land additions, deviations, and other custom services** as these vary depending on contract, destination and policies of suppliers used. For specific information please call or email our office at: [value@valueworldcruises.com](mailto:value@valueworldcruises.com)



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**\*About Airline-Assessed Fees** Airlines have been unclear and inconsistent with regard to refunds. If you purchased your airfare through us, we will work diligently to obtain full refunds for unused air tickets, but please understand that airlines may only allow future air credits, and that these may have different validity from our land/cruise future travel credits. Additionally, some airlines have paused entire operations and will not respond until the crisis has passed. Policies are changing rapidly and we urge you to check your airline's website for current fees and credit options.

**Keep the value of your air ticket.** Your flight schedule will be cancelled and the value of your ticket will remain available to rebook **per your specific airline's policies**. Typically, future travel must be on the originally booked carrier, travel must be completed within 12 months of the date that your original ticket was issued, and you will be responsible for a fare difference if applicable. Some airlines have extended their usual rebooking deadlines with future credit valid for travel through the end of 2020 or beyond.

**Cancel your ticket.** Your net airfare, less airline cancellation fees (typically \$350 per ticket) and some non-refundable taxes/service fees, will be applied to your refund.

### **About Future Travel Credits (FTC)**

- We are open for re-bookings or new bookings for the latter part of 2020.
- Our 2021 programs will be available starting at the end of April through May this year. Please check our web site frequently for program/cruise updates.
- Your credit may be applied towards one or more new bookings, on the same program and destination and you will only be responsible for covering any price difference.
- Should you not want to rebook the same program we will work with you to apply your FTC to any of our other tour/cruise programs subject to availability.
- Unused credit has no cash value.
- If keeping the value of your air ticket, it is **your responsibility** to advise us when you are ready to book alternate flights

**FINAL NOTE: The situation is fluid and changes daily. Therefore, these policies are subject to change at any time and are not retroactive for bookings cancelled prior to March 13, 2020.**