



Premier World Discovery Travel Updates (as of 10DEC20)

The wellbeing and travel enjoyment of our guests is our paramount priority. Premier World Discovery (PWD) 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.

Current Departure Update

As a result of continued restrictions in place for international travel, PWD has suspended operations for international tours and River Cruise Charters scheduled to depart through the end of 2020, with operations expected to resume in the first or second quarter of 2021. Operations for some domestic itineraries resumed in September 2020, and all remaining programs are expected to resume in early 2021. We have notified all travelers affected by suspended tour departures and continue to work with travelers to reschedule their trip to a later date or offer travel credit toward another PWD 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.

Travel Safety – Premier World Discovery’s Commitment to Wellness

PWD has implemented protocols, including preventative measures, to prioritize the safety of our guests & staff. An overview of PWD’s general health and safety initiatives is available on <https://premierworlddiscovery.com/wellness>. 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, avoiding touching eyes, nose, and mouth, limiting close contact and covering your mouth and nose with a mask when around others. For more information please visit the CDC link below. <https://cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>

PWD Passenger Assurance Plan - No Risk Deposits for New Bookings

Book before June 30, 2021 & Travel before December 31, 2021 – For bookings made between 3/10/20 and 06/30/21, Premier World Discovery 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 2020/2021 BOOKINGS applies to the normally applicable non-refundable Deposit (or TPP) prior to Final Payment Date. Cancellation fee waiver applies to all Premier World Discovery land tours and European River Cruise Charters with the exception of those that include specific payment conditions, such as cruises. After Final Payment Date, Standard Terms & Conditions apply.*



PWD Revised Cancellation and Rebooking Policies

We share our travelers concerns about upcoming travel. As such, we have created revised rebooking and cancellation policies to provide 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 until 75 days prior to departure. 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 cancellations due to pandemic-related reasons as covered events.

Revised Cancellation- and Rebooking Policies are not retroactive and do not apply to previously canceled/amended bookings. All re-bookings and cancellations are processed based on the policy in effect at the time the request to cancel/change a booking is received by PWD. See below for specific destination and product line exclusions.

PWD Land Tours - not applicable to Passion Play 2022 or other Programs involving overnight Cruises.

0-74 days prior to departure

Standard Terms & Conditions apply

75-180 days prior to departure

For current bookings (names & deposits in house) made prior to March 10, 2020, 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 PWD departing prior to Dec 31, 2022*. For bookings that were previously rescheduled, please refer to the *"What happens if I need to cancel my booking for the Rescheduled departure date?"*-section below for details.

***Rebooking Terms – Land Tours**

- New land or European River Cruise travel services using the FTC must depart prior to 12/31/2022
- 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
- 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 PWD will attempt to use any air credits. Air credit limitations & expiration dates apply, and vary based on air carrier, individual ticket and ticketing date (most expirations have been extended to 12/31/21 & some into 2022)
- FTC and Air credits (if applicable) are separate credits with different terms and expiration dates
- Not applicable to Passion Play bookings.



Premier World Discovery European River Cruise Charters

Temporary exceptions to Terms & Conditions vary by itinerary and departure date. Please contact us for details regarding your specific booking.

Premier World Discovery Ocean Cruises

Temporary exceptions to Terms & Conditions vary by cruise line and departure date. Please contact us for details regarding your specific booking.

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.

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 12/31/2022.

- New land or European River Cruise travel services using the FTC must depart prior to 12/31/2022
- 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
- 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 PWD will attempt to use any air credits. Air credit limitations & expiration dates apply, and vary based on air carrier, individual ticket and ticketing date (most expirations have been extended to 12/31/21 & some into 2022).
- FTC and Air credits (if applicable) are separate credits with different terms and expiration dates.
- Not applicable to Passion Play bookings.

What happens if I need to cancel my booking for the Rescheduled departure date?

- Cancellations off the rescheduled departure will be processed based on the cancellation schedule for the rescheduled departure. Cancellation fees will also be assessed, as applicable, based on the number of days prior to departure for the rescheduled departure date.
- Funds from the original departure date have been applied to the rescheduled departure date in the form of Future Travel Credit (and air credit, where applicable). Refunds will also be paid in the form of Future Travel Credit (and air credit, where applicable).
- Future Travel Credit refunds can be applied to a different itinerary or departure date prior to 12/31/2022. Air credits have different terms and expiration dates and vary based on airline and ticketing date. Applicable rules for the issuing carrier apply.

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