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March 19 Update from Excursionist CEO, Norman Aynbinder



A handwritten signature in black ink that reads "Norman Aynbinder". The signature is fluid and cursive, with a long horizontal line extending to the right.

In this difficult time, our thoughts and prayers are with those who are ill, the medical professionals who are selflessly fighting to combat this pandemic, and of course our industry that has been deeply affected. I would like to explain how Excursionist is dealing with the situation and provide our partners with updated cancellation policies, a summary of travel bans/restrictions in the destinations where we operate, as well as some general guidance on the regions that are still open for business. While our mutual focus must be on the safety of our families, co-workers and clients, we are still hopeful that things will improve by summer.

As a means of connecting with you in these disjointed times, we will be holding a weekly video **webinar** to provide updates on the evolving situation in North America and help our partners to start selling again by educating them on future travel opportunities in North America and the Caribbean. Join us to learn about exciting promotions, great American road trip ideas and private jet journeys.

We are in this together and I remain at your disposal at any time if you would like to facetime or whatsapp to chat about anything from hotel closures to my favorite binge-worthy shows! My mobile is +1 703-861-7471 and our office number is +1-646-429-0899.

Stay Safe,
Norman

Register for Our Webinar Tuesday, March 24 at 11:30am - 12:30pm EST

Q: Is Excursionist operating normally?

A: While we are strictly adhering to CDC guidelines on social distancing and working remotely, Excursionist is **fully operational** and focused on managing existing bookings and fielding new requests. We are here for you for any questions or concerns regarding travel to the USA, Canada and the Caribbean that you may have.

Q: What is currently closed in North America?

A: In the United States and Canada, most major attractions and cultural sites, including all Canadian National Parks, are currently closed until mid-April. Furthermore, many states, cities and towns have mandated closures of restaurants and entertainment venues. In the USA, there are currently no nationwide federal guidelines in place prohibiting hotels or restaurants from conducting business. Some of our hotel partners are in the process of closing, while others remain open for business with room service-only dining options. As the situation changes hourly, please do not hesitate to email us at incoming@excursionist.com with specific questions and concerns.

Q: What is currently open in North America?

A: While we **strongly encourage** travelers to comply with government travel restrictions, we are still receiving some requests from advisors whose clients want to travel to remote destinations during the crisis. We are available to help with last-minute travel for your clients that are still looking for options.

In the Caribbean, most of our partner resorts currently remain fully operational, including their restaurants and outlets. In the United States, while visitor centers and park shuttles have been closed, most national parks remain open to visitors. In addition, some of our park-adjacent partner properties remain open with takeout or room service dining options, and we are able to arrange private glamping adventures. Some of our remote partner ranches and wilderness lodges in Alaska and Montana remain open as well. Again, as the situation is changing hourly, please do reach out if you have a specific request.

Q: Have Excursionist's cancellation policies and T&Cs changed?

A: For existing bookings in May and beyond— while we are treating every booking on a case-by-case basis— we are being as flexible as possible with penalties in order to encourage clients to wait and see before cancelling their trips or to re-schedule them for a future date. For new requests, we are working with our vendors to relax our normal cancellation policies as much as possible to make booking now risk free.

Q: What advice can Excursionist offer regarding travel for the rest of 2020?

A: While we are hopeful that this situation will improve quickly, we are realistic that it will take time. We expect your clients to be looking for summer travel to more remote

Jamaica

- All travelers entering the island with recent travel to China, France, Germany, Iran, Italy, Singapore, South Korea, Spain, and the United Kingdom may be denied entry or will be subject to immediate quarantine or isolation if symptomatic.

Saint Lucia

- Saint Lucia has banned entry for travelers who have visited China, Hong Kong, Japan, Italy, South Korea or Singapore in the 14 days before arrival.

Saint Vincent & The Grenadines

- Saint Vincent & The Grenadines have banned entry for travelers who have visited China, Italy or Iran in the 14 days before arrival.

Turks & Caicos

- Turks & Caicos have banned entry for travelers who have visited China, Iran, Italy, Japan, Macao, South Korea or Singapore in the 21 days before arrival.

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