

Update on cancellation policy: Communication to Travel Leaders

Dear Friends,

These difficult times have reminded all of us of how intertwined our world is, and how the work we do matters even more for the health, joy, peace and understanding of the planet. If everyone in the industry can pull together to support each other to avoid business grinding to halt completely, we can get through what is sure to be a challenging few months and bounce back strongly later in the year.

The whole travel industry is going through a period of crisis, with people across our region deeply affected by the COVID-19. We are appealing to our partners and their clients to show flexibility and compassion in this period, to allow EXO and our suppliers to navigate these uncertain times and ensure peoples livelihoods are not put in a critical position. EXO has been working with suppliers and advisors for “wins-for-all” resolutions.

EXISTING bookings

No cancellation fees for all departures. A credit note will be issued for postponing current reservations or rescheduling to another EXO destination 18 months following the original travel date. **Your travel consultant will let you know if there are any booking specific non refundable fees or cancellation's fee for the air ticket which has been issued.

NEW Bookings made between now and May 31

To soothe your client worries, and yours, we're now offering a 14-day cancellation policy for all new bookings between now and 31 May for travel until 15 December, 2020, offering a great deal of flexibility to make changes as needed.

EXO Travel has 3000+ suppliers. When we come up with such a change in our policy, it doesn't mean we have negotiated special conditions with each. A few key ones have been secured, but overall it's a risk we are taking based on a general assessment of the market and an aim to stimulate future bookings and having negotiated some great offers as well to help further. There is still a risk of extra for EXO to absorb if there are cancellations, but this is a risk we are willing to take to generate new bookings (for our partners and ourselves), but not when cancelling existing ones. That is why by default the existing bookings are based on these conditions and this policy was under careful consideration and strategy in line with most travel firms & airlines.

Please see our daily blog with updates [here](#). We've secured some great deals with our preferred hotels which we are extending to you as well. Please [click here](#) to see the entire list and be sure to secure upgrades and special rates with your travel consultant while working on postponements or planning new trips.

We are well-positioned to manage through the mutual challenges from the COVID-19 crisis. It is our hope that this situation is temporary, and the measures we take now will result in a faster rebound of our resilient industry.

All the best to you and your families and team. Thank you in your partnership as we weather this together.