

# TRAVEL INFORMATION

## For unexpected changes

### *WHAT TO KNOW DURING THIS TIME*

It's hard to grasp how much our world has changed over the past few weeks. We find ourselves in challenging times as COVID-19 increasingly impacts our everyday lives. As a community of world travellers, the prospect of staying indoors, social distancing and pausing your travel plans is especially frustrating. We appreciate your understanding as we navigate through these challenging times together. We all believe in the power of travel; its potential to open borders, connect cultures and drive local economies. Let us not forget that during these days and beyond; we will all be better for it. We look forward to welcoming you back to the rivers very soon.

#### **CONTACTING US**

We appreciate your patience during this high call volume time. To better serve you, we have created a new way for you to connect with our support teams. You now have the additional option to send us an email. We will just need the guests' last name and booking number along with your request. For a new booking, please provide the date and itinerary that you are interested in booking.

- If you are a Travel Advisor representing a Uniworld guest, please email us at: [uniworld.res@ttc.com](mailto:uniworld.res@ttc.com) or call our reservations line at +65 6299 3382.
- If you booked your cruise directly with Uniworld, please email us at: [info.asia@uniworld.com](mailto:info.asia@uniworld.com) or call our Consumer team at +65 6922 5950.

If you are inquiring about one of the impacted 2020 cruises listed below and a Uniworld representative hasn't reached out to you or your travel advisor yet, please know that we will be contacting you in the near future to discuss your options.

#### **IMPACTED 2020 CRUISES** (updated Tuesday, April 21st)

As a result of the current global travel restrictions, all Uniworld voyages have been suspended through June 30th, 2020. If you have a booking on one of these suspended voyages, a Uniworld representative will be contacting you or your travel advisor (if applicable) to discuss your options.

#### **TEMPORARY POLICY UPDATES**

##### **2020 Cancellation Policy** (updated March 27th)\*

Guests can cancel up to 14 days prior to their departure and rebook with price protection for 2020 or 2021 departures (similar cruise in similar season), or receive a Future Cruise Credit to be used in 2020, 2021 or 2022 departures. Airfares booked through Uniworld are subject to airline cancellation fees. Guests also have the option to rebook with one of our Travel Corporation sister brands for 2020, 2021 or 2022.

\*Revised cancellation policy as of March 27th, 2020. This supersedes all previous cancellation policies and is subject to change.

#### **HEALTH & SAFETY**

We are closely monitoring the coronavirus (COVID-19) developments and will continue to prioritize the safety of our guests and crew. We are aware of the latest travel advisories issued by government agencies and are monitoring all updates issued by the World Health Organization (WHO) and the Centers for Disease Control (CDC).

##### **Precautionary Measures**

We have always employed stringent safety and sanitation protocols on each and every one of our ships, and we will continue to do so (with special measures to prevent the spread of COVID-19). We

follow the recommendations from CLIA for onboarding procedures, requiring all persons boarding the ship (including guests, crew, service providers, local guides) to complete a questionnaire before entering.

For additional details about our onboarding procedures, please [click here](#):

For additional details about our sanitation protocols, please [click here](#) to visit our [Health and Safety page](#).

## HOW WE HANDLE THE UNEXPECTED

While travel is a wonderful way to see the world, learn about other cultures and relax, it isn't always without its unexpected surprises—which come from the ebbs and flows of the world as we know it. With that in mind, you can count on the value of Uniworld's experience and regional knowledge to make sure you enjoy your cruise-tour even when conditions beyond our control occur.

If unexpected conditions occur, we will make decisions that are in the best interest of our guests, our crew and our vessels, and will take the following steps:

### ***We will keep you posted on significant deviations and cancellations***

- We monitor conditions along all our routes throughout the season. We will share updates with you when we deem appropriate.
  - During unusually low/high water periods, a special statement will be posted on this page to inform you of the river conditions.
  - If there is a likelihood that a particular cruise will be significantly impacted, this page will be updated with information about that cruise.
  - In the case of a significant deviation or full cancellation, you will be notified at the email address you provided at time of booking or on your Passenger Information Form.
  - In the case of a significant deviation that becomes necessary after the start of your cruise-tour our onboard/on shore personnel will keep you informed.

### ***We will keep our travel partners, your Travel Advisors, informed***

- If you booked your cruise through your Travel Advisor, please keep in contact with them regarding your cruise, as we will be directly in contact with them if there are any cancellations.

We know that your Uniworld cruise is a very special occasion for you and as such, we will always do everything within our power to handle the unexpected and unforeseen in the best way possible.