

May - October 2020 Suspended Departures - Agent Frequently Asked Questions

*Excluding September & October Australia domestic itineraries

What should my clients do next?

If your clients departure is suspended, then Scenic Group will send you an auto notification letter for the suspended booking with the applicable Future Travel Credit details. We will automatically apply the Future Travel Credit on your clients record so there is no need to take any immediate action. Our reservations team will be working through these bookings in departure date order and would appreciate your patience in waiting for us to contact you. This will ensure we process the changes as quickly as possible.

What is the current situation and when do you expect to operate again?

We are closely monitoring the changing global situation and we continue to take guidance from government restrictions and advisories, including port and border closures. All our international land tour, river and ocean cruise operations are temporarily suspended until 31 October 2020

What is a Third Party Fee?

Third party fees are incurred by Scenic Group when we contract other travel partners to help package your clients itinerary. This may include airlines, hotels, Russian River cruises, Dalmatia Ocean Cruises coach and limousine transfers, exclusive access to venues and charters. In these circumstances, Scenic is subject to the third party terms and conditions and needs to make a claim for the costs incurred to deliver the services within your booking. For example, an airline may apply an amendment or cancellation fee on your clients Scenic booked wholesale air ticket.

NB: there are different wholesale airline fees to what is provided in retail.

What is a Future Travel Credit?

The Future Travel Credit provides flexibility for your clients to re-book a land tour, river or ocean cruise for travel in 2021 - 2023 as outlined in the policy applied for the date of departure for the reservation you are holding.

To provide additional flexibility your clients can choose to travel up to the following dates;

- May - June suspended departures, rebook and travel up to 31 December 2022
- July - October suspended departures, rebook and travel up to 30 June 2023

These flexible Future Travel Credit vouchers are:

- **Fully transferrable** to another guest,
- **Fully transferrable** booking on any brand within the Scenic Group as follows:
 - 1) Scenic Luxury Cruises & Tours, 2) Scenic Eclipse, 2) Emerald Waterways/Emerald Yacht Cruises and 3) Evergreen Cruises & Tours.

What if clients choose not to take a Future Travel Credit?

If your clients choose not to take up the option of the Future Travel Credit, you can opt to cancel your clients booking under our standard terms and conditions ([click here to view Scenic terms and conditions](#) or [click here to view Evergreen terms and conditions](#)) then consult with your clients travel insurance company to enquire if your clients are eligible to lodge a claim. If required, we can provide a letter to assist you in making your claim.

Whilst we are not offering the option of a refund at this point, the Future Travel Credit is fully flexible, and in the event that guests are unable to travel they may request a refund equal to the amount paid upon the expiry of their Future Travel Credit voucher.

Why is the Land Tours Future Travel Credit Value only 100%?

Land tours which are operated by Scenic Group have itinerary inclusions that are provided by partners such as airlines, hotels, restaurants and coaches. Therefore, Scenic is required to recover these third party costs and we are unable to pass on any additional Future Travel Credit above the 100% value for your clients booking.

What if clients have an Egypt or Canada Cruise and Tour?

Similar to the Scenic Group land tours, the Egypt/Canada cruise component is provided by a third party partner. Thus, the Future Travel Credit is only applicable at 100%, as we need to recover these costs.

Is the Future Travel Credit combinable with all other offers available at the time of booking?

Some conditions may apply to the use of your FTC and they may not be combinable with limited promotions such as deposit protection plan and early payment discount.

Will the Scenic Group booked airfares be included in the Future Travel Credit?

All components of the Scenic Group reservation will be moved to Future Travel Credit, this includes any Scenic Group booked airfares.

This means clients are not restricted to book with the same airline or book your airfares within a certain time frame.

Can clients apply Deposit Protection Plan to the new reservation?

Deposit Protection Plan can be added when rebooking using the Future Travel Credit (on applicable destinations).

By adding the deposit protection plan when rebooking, it offers your clients added peace of mind and flexibility to defer their travel again. Thereby giving them the option to re-book an alternative cruise departure within 24 months from date they choose to defer.

Example, clients rebook a new European River Cruise departing in June 2021 using their Future Travel Credit, however in February 2021 they decide they would like to defer their trip and travel at a later date, the funds will be held on file and clients will have another 24 months to rebook from that date, i.e rebook and complete travel by February 2023.

Do Guests Still Get Scenic Status Points for the suspended booking?

No, as guests will receive a Future Travel Credit this is not applicable. However, upon rebooking you will accrue Scenic Status points on the selected departure once your journey has been completed.

Will I earn commission on the suspended booking and the new booking?

The Scenic Group is committed to supporting and working with our valued agent partners. We want to assure you that we will make every effort to protect your commission and your client's future travel plans as follows:

- For any **paid in full** bookings for travel scheduled in May through to October 2020 you will earn the full commission on the 2020 suspended booking. You will also earn commission on the Future Travel Credit re-booking once paid in full.
- For any bookings for travel scheduled in May through to October 2020 which are not paid in full (deposited or partial payment only) you will be eligible to earn commission on the Future Travel Credit re-booking. If your client does not pay in full or does not rebook with their Future Travel Credit, agent commission is not applicable as per the normal booking conditions

Will agents earn Scenic Rewards points for the suspended bookings?

Agents will not earn Scenic Rewards points on suspended COVID bookings. As per our Scenic Rewards terms and conditions, points are credited to agents accounts once the booking has completed travel. These bookings did not travel therefore points are not applicable in this instance.

How can I view clients Future Travel Voucher amount or get an updated booking advice without calling reservations?

For recently suspended bookings, Scenic will send you an updated booking advice to confirm clients total future travel credit value within 7 business days of receiving your booking suspension notification. If you do not receive your booking advice within this timeframe, you can access via [ExpressBook](#).

If you require an updated booking advice showing the Future Travel Credit for any prior suspensions, please contact our Reservations team.

Can clients extend final payment? (All departures and all destinations that have not been suspended)

Yes, we understand your clients concerns around payment final payment in the current environment. Please contact our reservations team to request a final payment extension review.

What are your on board safety and health protocols?

Scenic will ensure that we adhere to the highest of hygiene and cleaning protocol on all ships and all tours when operating. Thorough cleaning will be conducted regularly, and hand sanitisers are located throughout the ship to ensure the highest level of personal hygiene and safety whilst on board.

We appreciate that the situation is constantly evolving, and it can be quite overwhelming. We will continue to update you and your valued clients as much as possible through our Scenic hub and website. If you have any further questions, please contact our Reservations Centre. We appreciate your patience as there may be delays due to the higher volume of calls than usual.

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