

Scenic Group Suspended Departures Policy Trade Summary:

1 May – 31 October Suspensions

- If your clients hold a **river or ocean cruise** reservation during this period, Scenic will provide: A **110%** Future Travel Credit for the amount paid
- If your clients hold a **land tour (including Egypt and Canada tour cruises)** reservation during this period, Scenic will provide: A **100%** Future Travel Credit for the amount paid

To re-book and travel by the following dates;

- May to June suspended departures, re-book and travel by 31 December 2022
- July to October suspended departures, re-book and travel by 30 June 2023

*Please note for suspended reservations that have not paid in full, the Future Travel Credit will be based on the value of monies paid to Scenic at time of suspension. Ie if \$2,000 deposit only for Europe River Cruise has been paid, the Future Travel Credit will be \$2,200.

Suspensions exclude September and October Australia domestic itineraries.

1 - 30 April 2020

- If your clients hold a **Europe and Asia river cruise** reservation during this period, Scenic will provide: A 125% Future Travel Credit for the full value their Scenic booking
- If your clients hold a **Scenic Eclipse ocean cruise** reservation during this period, Scenic will provide: A 110% Future Travel Credit for the full value of their Scenic booking
- If your clients hold a **land tour** reservation during this period, Scenic will provide: A 100% Future Travel Credit for the full value of their Scenic booking

To re-book and travel by 31 December 2022

The flexible conditions for your client's Future Travel Credit are as follows:

- Valid for travel commenced through to 31 December 2022 or 30 June 2023 subject to suspended booking
- The value of your FTC voucher is based on the amount paid for your reservation to date
- This can be applied to any booking within the Scenic Group (Scenic Luxury Cruises & Tours, Emerald Cruises and Evergreen Cruises & Tours)
- The credit can be applied to any existing booking or when re-booking your future travel
- Is fully transferrable to another guest
- Upon the expiry of the Future Travel Credit voucher guests who are unable to travel may request a cash refund equal to the amount paid

Oberammergau Departures:

The local authorities in Oberammergau have postponed the Passion Play until the summer of 2022 and we are waiting for the new dates to be confirmed.

If your clients have booked a river cruise (Scenic or Emerald Waterways) and Oberammergau land package, then the following options apply:

- Move their 2020 booking and reserve a comparable 2022 river cruise, same suite category, with the Oberammergau land package at the 2020 pricing, or
- They can opt for a 110% Future Travel Credit for the full value of their booking, to re-book and travel on any river cruise by 31 December 2022

We are working closely with the Oberammergau organisation to arrange a 2022 river cruise itinerary including the Passion Play. These details will be communicated directly to guests and their travel agents as soon as they are available

If your clients choose not to take up the option of the Future Travel Credit, they can opt to cancel under our standard terms and conditions (see links below) 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.

[Click here to view Scenic terms and conditions](#)

[Click here to view Evergreen terms and conditions](#)

Agent Commission:

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 – 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 – 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

*Please refer to your booking notification for specific details.
Information provided at 23.6.20*