



BOOK WITH ASSURANCE:

POLICY & PROCEDURES FOR COVID-19

COVID-19 is a dynamic situation that continues to develop and impact the travel industry around the world. We understand the concerns of our travel partners and their clients in booking their Antarctica adventure. While we trust that the current health emergency will be resolved before our season begins in November 2021, our client's peace of mind and safety is our main concern.

If your client is unable to join their voyage due to government travel restrictions, virus-related illness, or restrictions placed upon us by the ship owners or local port authorities, we will re-accommodate your client on a future voyage within the next 12 months from original date of departure.

To reassure you and your guests that your monies paid are safe with us, we would like to offer some flexibility for travellers confirming their Antarctic expedition. We have put the following policy in place, which comes into immediate effect on 12 March 2020 for all new bookings and bookings reconfirmed after this date. This change in policy will now offer even greater peace of mind and assurance for clients travelling or reconfirming their Antarctic expedition with us.

Our Book with Assurance Policy offers:

- A reduced deposit will apply for all new bookings:
 - USD 1,000 (AUD 1,350 / EUR 1,000 / GBP 800) per person for all <11 day voyages and
 - USD 2,000 (AUD 2,700 / EUR 2,000 / GBP 1,600) for all >14 days voyages
- The final payment is due as per normal terms and conditions (95 days prior to departure).
- One free* voyage change is permitted within 90 days of paying a deposit, without penalty.
- One free* voyage change is permitted once final payment is made, up until 30 days prior to departure without penalty.

**Voyage transfer, cabin or berth must be the same of the higher value of the original. Can be transferred to any voyage in 2021/22 or 2022/23, subject to availability. If clients wish to transfer to 2022/23 deposit will be held on file until the season is released (approx. Dec20). Applies to F.I.T bookings, please contact us for our policy around group bookings.*

Thank you for taking the time to review this important information. As there will be further developments in the matter, The Ocean Endeavour Company will continue to update our policy and procedures in this fast-changing situation, and will keep you informed.

The Ocean Endeavour Team

Version: 08 July 2020
For review: 31 December 2020

