



SAGRES VACATIONS

Inspire your travels

SAGRES VACATIONS RELAXES CANCELLATION POLICY issued March 30th, 2020

Dear Valued Customer,

We understand you may have concerns surrounding the current coronavirus pandemic and the potential impact to your Travel Plans.

Your safety is and will always be, our top priority.

Sagres Vacations recommends consulting the U.S. Department of State and the Center for Disease Control for up to date information on any travel restrictions regarding the coronavirus situation.

US Department of State- <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/>

Center for Disease Control- <https://www.cdc.gov/>

The following updated Sagres Vacations Cancellation Policy applies to all new & existing reservations booked until April 30th, 2020.

- A. Customers wishing to reschedule may do so prior to 31 days before departure with no penalty. All monies will be transferred to new reservation*.
- B. Any reservations canceled up to 31 Days Prior to Departure; Sagres Vacations will allow the customer to cancel, forfeiting the deposit penalty of \$500.00 per person.
- a. Remaining value (if any) will be issued in the form of a credit voucher to be used on a new itinerary for travel through December 31st, 2021.
Note, new travel itinerary must be booked before November 30th, 2020 and is subject to Airline and Hotel restrictions including but not limited to validity of airline and Hotel Credit.
 - b. Sagres Vacations extends final payment to 30 Days Prior to Departure.
- C. Customers wishing to cancel their reservation within 30 days of date of departure, will forfeit their full payment.**
- a. Customers who have purchased travel insurance, may file a claim directly with the travel insurance provider. Please review with your travel insurance provider for specific terms and conditions when filing your claim. Sagres Vacations, Inc. is not responsible for the outcome of the filed claim and any losses resulting from any canceled reservations.
 - b. By filing a claim with the insurance provider for your original travel reservation (booked prior to April 30th, 2020 any new changes to your original itinerary will be treated as a new booking.

Sincerely,
Marco Fernandes

**Refund in the form of a Credit, redeemable for travel on Sagres Vacations Itinerary departing by December 31, 2021. New Itinerary must be booked by November 30th, 2020. Some exclusions, penalties and restrictions may apply. New Travel Dates are subject to availability and or price changes. Credit not redeemable for cash. If Rebooked Tour results in higher prices, customer will be liable for difference. Changes in airfare may apply, and the new booking is subject to any increase in vacation price. Credit is valid for original destination. Offer may be withdrawn at any time and other restrictions may apply. Sagres Vacations reserves the right to periodically assess the climate of the industry and make adjustments as needed.*

***The Situation with the Coronavirus remains fluid, and we ask that customers review the updated Travel Insurance Policy and all CDC information as well as State Dept alerts for any updates, related to travel alerts, quarantine policies etc. Sagres Vacations is not responsible for any quarantine measures or losses resulting from quarantine*

139 S. Main St., Fall River. MA 02721 508 679-0053 Sagres Vacations.com info@sagresvacations.com

rev MAR 20, 2020



Sagres Vacations Updated Cancellation Policy Rev March 30th, 2020 continued...

Please choose from one of the following options and send a signed copy to our reservation team at Sagres Vacations via info@sagresvacations.com .

I, (please insert customer name) _____ have read the updated Sagres Vacations Cancellation Policy and choose the following.

- Cancel my existing reservation, accepting that I will forfeit any credit including any deposit or payment made on my original reservation. I understand that if I have Travel Insurance, I will contact my Travel Insurance Provider to file a claim.**
- Re-schedule my itinerary for travel by December 31st, 2021. I understand that my new travel dates need to be booked by 30 November 2020*

Customer Signature _____ Date _____

Your signature above confirms your acceptance to the revised Sagres Vacations Cancellation Policy effective March 30th, 2020.

**Refund in the form of a Credit, redeemable for travel on Sagres Vacations Itinerary departing by December 31, 2021. New Itinerary must be booked by November 30th, 2020. Voucher will not be valid for bookings made after November 30th, 2020. Some exclusions, penalties and restrictions may apply. New Travel Dates are subject to availability and or price changes. Credit not redeemable for cash. If Rebooked Tour results in higher prices, customer will be liable for difference. Changes in airfare may apply, and the new booking is subject to any increase in vacation price. Credit is valid for original destination. Offer may be withdrawn at any time and other restrictions may apply. Sagres Vacations reserves the right to periodically assess the climate of the industry and make adjustments as needed.*

***The Situation with the Coronavirus remains fluid, and we ask that customers review the updated Travel Insurance Policy and all CDC information as well as State Dept alerts for any updates, related to travel alerts, quarantine policies etc. Sagres Vacations is not responsible for any quarantine measures or losses resulting from quarantine*