

SAGRES VACATIONS RELAXES CANCELLATION POLICY issued March 12th, 2020

Dear Traveler,

We understand you may have concerns surrounding coronavirus and the potential impact to their travel plans. Your safety is and will always be, our top priority.

We are closely watching travel advisories from the U.S. Department of State and updates from the World Health Organization to keep us rooted in facts—not fear. 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. We have listed the links below for your reference.

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

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

Please note we will continue to contact you directly about any changes that affect your itinerary. Sagres Vacations has Relaxed our Cancellation and Booking Policy for 2020 until further notice...

The following policy applies to all new and existing Individual reservations booked through April 30th, 2020.

- A. Sagres Vacations extends final payment to 30 days prior to departure.
- B. Prior to Final Payment, Sagres Vacations will allow all currently booked customers to move to new travel dates until December 31st, 2020
- C. Sagres Vacations will assist you in confirming the new date for travel through December 31st, 2020, in the form of a credit from original reservation*
- D. Customers wishing to cancel their reservation within 30 days of date of departure, will forfeit their full payment.**
 - i. 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.
 - ii. 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.

Please Note: If you have a group reservation with Sagres Vacations, please inquire on specific terms and conditions.

Sincerely,

Fatima Fernandes

President

**Refund in the form of a Credit, redeemable for travel on Sagres Vacations Itinerary departing by December 31, 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.*