



Dear AAV Travel Clients,

The coronavirus challenges are affecting all of us, and you are likely going through a stressful and anxious time. Please know that AAV Travel is here to support you and your travel plans in any way we can.

We're closely monitoring the COVID-19 situation as it develops to ensure we are in the best position to work with you. For information on how to prepare and minimize the spread of COVID-19, we recommend you visit the CDC's webpage at <https://www.cdc.gov/coronavirus/2019-ncov/prepare/index.html>

The situation is evolving continuously, and there is a lot of different coverage out there. Some of you are traveling to destinations that are currently affected; others are planning to go to countries that are putting measures in place. Your best source for accurate information is the country's government page. However, keep in mind that in some instances, statements of policies presented are not very clear and create a lot of speculations, which result in conflicting statements. If something appears unclear check with other trusted resources, like the local tourism board.

Many airlines, as well as hotels, have put waivers in place that allow clients to be more flexible with their travel plans. Additionally, tour operators have their policies and are also adjusting. Given the increased call volume, most travel providers are asking clients to wait up until two weeks of travel, before making changes, so that they can help the customers scheduled to depart very soon. As the situation evolves, it will likely become more efficient to make changes. However, currently, most tour operators and systems are still adapting.

If you are concerned and would like to change your travel plans, it is best to wait until a month to two weeks before travel. At that point, most suppliers will either offer a waiver allowing you to change your travel dates without a fee, or a voucher for future travel plans.

We understand that this places you in a holding pattern. While you wait, please think ahead and come up with alternative ideas, such as new travel dates, provided they become necessary.

Most travel insurance policies do not cover "fear of travel" or, in this particular case, "fear of COVID-19". They do, however, protect you if you cancel for **covered reasons**, which are outlined within your insurance policy. Please make sure to review the "Exclusions" as well. AAV Travel cannot make statements on behalf of the insurance company.

Here at AAV Travel we are taking the following steps to help you navigate during this trying time:

- **We will proactively contact all clients traveling within the 30-day time frame.**
- **To minimize human contact and maintain a level of consistency in our process, we have taken measures to move all travel documentation to e-Documents until further notice.**
- **We ask you to please submit any requests regarding your travel plans via email.**

Please do not hesitate to contact us anytime if you have questions; as always, we are here to help!

Thank you so much for your continued business, we appreciate you!

All the best,

*Stefanie Pichonnat*  
Owner