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Dear Friends of Great Adventures Inc,

You have no doubt seen the U.S. Department of State notice to travelers this weekend. While it is unclear if it constitutes an advisory/warning or just information, the message was clear: "U.S. citizens, particularly travelers with underlying health conditions, should not travel by cruise ship. CDC notes increased risk of infection of COVID-19 in a cruise ship environment."

We want to write to you today to share further information and some suggestions as you map out your travel plans for the next few months.

Our cruise partners tell us that they intend to operate cruises as scheduled. Many travelers are onboard ships now around the world. The current estimate is 500,000 worldwide today. While the decision to travel by any means during the Coronavirus epidemic is a very personal one, We want you to understand where the industry stands at this time and provide you with information (much of which is changing daily) to help you make your own decisions.

Most cruise lines are offering a 100% FCC (Future Cruise Credit) if you cancel up to 48 hours prior to departure. Please note that in most cases, this FCC is good through the end of 2022. This is a unique offer we have never seen before, but certainly apropos for these times in that it offers the traveler a high level of flexibility and time to watch as the situation evolves.

If you do have a current cruise booked and choose to cancel, please understand that each individual cruise line's cancellation and refund policy will apply. We are here to help you ascertain what those policies are for your specific cruise.

Similar to the cruise lines, many of our airline partners have instituted flexible change policies for new and existing reservations. But please note, unless a flight has been 'cancelled' there is no option for a refund (unless it was a fully refundable ticket) so, please, do get in touch with us so we can help you understand the many changing options.

A final note on cancellations. If you have paid in full for a trip (cruise, land or air) and have decided to cancel, in many cases, it is best to wait until closer to departure, even up to 14 days prior. Many cruise lines and airlines may choose to cancel departures or may modify their cancellation and refund policies further as this situation progresses.

We all hope the situation stabilizes soon, but while it is evolving it is important to refer to verified information sources. In addition to the US Department of State advisory referenced above, we also recommend the CDC (Centers for Disease Control) and WHO (World Health Organization) as the best resources at this time.

Above all, know that while it is wonderful planning all your travel dreams in good times, we are here in these more challenging travel times, to ensure your best interests are served. We are here for you.

Thank you,  
Great Adventures