

June 9, 2020

Dear Customer,

We trust this letter finds you well. These past months have presented many changes and uncertainty. Due to Covid-19 we have cancelled all but one summer tour this year and have postponed some tours to September. A new supplementary brochure will be mailed early July with a listing of fall and winter tours. Meanwhile you are welcome to call in to the office to check on current offerings.

When its safe to go ahead with our tours and you choose to travel with us, this is some of the protocols and procedures we will have in place.

Procedures and Protocols

- ✓ We want to assure you that the health and safety of our passengers and employees is our top priority.
- ✓ The 47-passenger coach will not have more than 18 – 20 guests.
- ✓ We are asking guests to wear masks on the coach. We will provide masks daily.
- ✓ Physical distancing throughout the tour will be ensured.
- ✓ Hand sanitizer will be provided on the coach.
- ✓ We are actively researching what procedures and safety measures will need to be followed to ensure a safe and healthy holiday for our guests and staff including our tour guides and drivers.
- ✓ We will ask that anyone who is booked on a tour to please monitor their own health. If a guest is experiencing any sickness or has been exposed to illness, we ask that you please cancel your tour for your safety and those travelling with you.
- ✓ Final payment will be taken at 45 days rather than 75 days. *There may be exceptions.*
- ✓ There will be a small surcharge added due to changes that need to be made to operate the tour such as: one taxi per customer rather than 2 – 3 to a taxi.

Rest assured we will not go ahead with any tour if it deemed unsafe to do so.

It has been touching and overwhelming to receive cards, calls and emails from our customers offering us best wishes during this difficult time. Thank you for your kind words and thoughts, this has meant so much to us.

If you have further questions or comments please call 604-542-5566 or 1-877-277-5577 or email me at melinda@agelessadventures.com

Melinda Burns
Owner and Operator
Ageless Adventure Tours