



What you need to know about upcoming SUN TOURS travel

We at Sun Tours recognize and share the concerns of all our travelers. We consider the safety and security of our passengers and staff members as paramount and would not knowingly place anyone in danger on any of our tours or cruises.

We continue to stay up-to-date and are following the advice of our ground operators, government travel advisories, World Health Organization (WHO), Center for Disease Control (CDC), and the Cruise Lines International Association (CLIA). Ensuring our guest and staff health and safety is our top priority. Should there be any changes required to your itinerary, we will be in contact as soon as these are known.

These are upcoming tours and cruises now rescheduled, postponed or canceled.

Departure date	Tour	Status
3/14/20	The Rat Pack at Spencer Theater	Canceled, refunds issued
3/18/20	Israel & Jordan	Rescheduled, departing December 2, 2020*
3/24/20	Western Caribbean Cruise	Canceled, future cruise credit issued
3/25/20	New Orleans and Cajun Country	Rescheduled, departing March 24, 2021*
3/28/20	San Antonio Bluebonnets and Waco	Canceled, refunds issued
3/29/20	Memphis to New Orleans Riverboat Cruise	Rescheduled, departing March 28, 2021*
4/2/20	Cherry Blossoms in Washington D.C.	Rescheduled, departing April 7, 2021*
4/10/20	Jewels of the Rhine River Cruise	Rescheduled, departing March 31, 2021*
5/1/20	Heart of California	Rescheduled, departing April 30, 2021*
5/2/20	Big Bend National Park	Postponed, new date Sept./Oct. 2020 TBD
5/6/20	Albuquerque Museum Docents Taos Art tour	Canceled
5/9/20	Carlsbad Caverns Tour	Canceled, refunds being issued
5/18/20	Canyon de Chelly	Canceled, refunds being issued
5/26/20	Tanzania Serengeti Adventure	Rescheduled, departing December 4, 2020*
6/10/20	Los Alamos and Bandelier	Canceled, refunds being issued
6/13/20	Alaska Inside Passage Cruise	Rescheduled, departing May 30, 2021*
6/14/20	The Best of Scotland and Ireland ¹	Rescheduled, departing June 13, 2021*
9/9/20	Wonder of Germany with Oberammergau Play ¹	Postponed until 2022. Details to follow
9/23/20	Germany & Austria with Oberammergau Play ¹	Postponed until 2022. Details to follow

* Date subject to change.

¹ Indicates recent status update

Travelers booked on rescheduled or postponed tours and cruises will receive confirming phone calls followed by letters with additional details.

Also, please see [What happens to my insurance payment if my tour has been canceled?](#) below.

These upcoming tours and cruises have modified payment or cancellation terms.

We will provide updates regarding their status as available.

Departure date	Tour	Status
5/18/20	Hamilton & To Kill a Mockingbird in New York	Cancellation penalties greater than \$200 are suspended until April 17** (Currently working with theaters about a possible future date.)
5/27/20	Canyonlands ¹	Final payment and no cancellation fee date extended to April 21**
5/31/20	Black Hills	Final payment and no cancellation fee date extended to April 17**
5/31/20	Denali Explorer Land and Cruise	Refunds except for cancellation fees. Future Cruise Credit issued for cancellation fees. (\$100 until April 1, then 50%)**
6/18/20	Niagara Falls and Mackinac Island	Final payment and no cancellation fee date extended to April 29**
7/14/20	Canadian Rockies with Glacier National Park ¹	Final payment and no cancellation fee date extended to April 17**
8/14/20	Scotland Grand Tour – MOAA	Final payment and no cancellation fee date extended to April 15**

¹ Indicates recent status update

** These term changes will allow you time to make an informed decision about your travel plans and give SUN TOURS time to determine whether conditions allow for the tour to operate. We will update the tour status prior to the date indicated.

We continue to monitor the feasibility for our other tours and cruises. **If you are booked on a postponed, rescheduled or cancelled tour or cruise, we will be in touch with you as soon as we have more details.** We appreciate your patience during these challenging times.

Frequently Asked Questions

I see some tour or cruises are canceled, some postponed and some rescheduled. What is the difference?

Whenever possible we are rescheduling tours and cruises so that our passengers can still go once it is safe to travel again. Further, we guarantee no price increase for the rescheduled tour. Our plans are the same for tours that are marked postponed, but we have not yet established the new departure date. Tours marked canceled are not currently rescheduled, but they may be in the future.

Why, in some cases, are future cruise or tour credits issued rather than refunds?

For tours that are created and operated by SUN TOURS and subsequently canceled, refunds are always offered. When the departure is operated by a third party such as a cruise line or an international tour operator (like Princess or Globus), we are limited by their cancellation policies.

What is SUN TOURS doing to ensure my safety on a tour?

Our chartered deluxe motor coaches are cleaned and disinfected before every tour and daily during tours. Hand sanitizer is available on the coaches and drivers are encouraging passengers to actively keep their hands clean

and germ-free. The coach companies are cleaning all high-touch areas with hospital-grade disinfectants daily. SUN TOURS monitors government and travel industry directives and guidelines daily. We are prepared to make changes to itineraries or cancel tours should they be subjected to the coronavirus or any other health issues that could impact our travelers.

Is it safe to fly?

Exposure to potentially sick persons is a risk in any public venue. The airlines are taking specific action to make sure their planes are clean. Airlines have enhanced their cleaning systems, utilizing hospital-grade disinfectants both during the day between flights and, more extensively, during over-night top-to-bottom cleaning. Modern aircraft are equipped with HEPA (High Efficiency Particulate Air) filters, which filter out recirculated air onboard each plane to remove airborne particles. HEPA filters are also used in hospitals to provide patients with clean air.

What if I want to postpone my tour?

Many upcoming tours have been postponed or canceled. For other upcoming tours, cancellation policies are being revised to give you more time to make an informed decision about your travel plans. If you do decide to postpone your tour, SUN TOURS will work with you to plan a future tour. All our cruise lines are offering the option to postpone upcoming cruises, converting your reservation to a future cruise credit. Policies and restrictions vary by cruise line and departure date. Please contact our cruise department for additional information.

I was going on a tour that SUN TOURS has rescheduled but I cannot travel on the new dates. I see an option for a 110% future tour credit. How does that work?

Your tour payment would be held for future use and can be applied to any one new booking in 2020 or in 2021. For example, if your tour payment was \$1,000 and the new tour you book is \$1,250, you would get a \$1,100 ($\$1,000 * 110\%$) credit, and the balance due would be \$150.

The 110% credit applies only to cash payments (not redeemed certificates, discounts, etc.), can only be used one time, and for a new tour booking of greater value than the original tour.

If you choose to have your tour payment refunded, you would not be eligible for the 110% credit.

These terms may vary for tours operated on our behalf by Globus or Mayflower.

I was going on a cruise that SUN TOURS has rescheduled but cannot travel on the new dates. I see an option for a future cruise credit. How does that work?

Terms for future cruise credits vary by cruise line and specific canceled or postponed sailings. Please contact our cruise department for additional information.

What does my Travel Protection Plan cover?

There is no coverage under Travel Insured International Group Deluxe Plan or other plans due to COVID-19, except for those with CFAR (Cancel for Any Reason) coverage. Cancelling travel due to "fear" of contracting COVID-19 (or the flu or any illness) isn't covered by travel protection plans. However, should travel be delayed, canceled, or interrupted, there would be coverage as specified in the policy documents. If you need a copy of your policy, please call or email us and we will mail one to you.

What if I have Cancel for Any Reason coverage?

Some travelers may prefer to cancel their trip out of concern for COVID-19. For insured travelers who purchased Cancel for Any Reason coverage, we remind you that cancellations must be made 48 or more hours prior to scheduled departure and payment is limited to 75% of the non-refundable trip cost up to the stated plan.

What happens to my insurance payment if my tour has been canceled?

For Travel Insured International (TII) Group Deluxe Plan policies purchased through SUN TOURS, we can

- Move your coverage to a new or rescheduled trip in 2020 or 2021, or
- Arrange for a full refund from TII of your premium (provided no claim has been filed under the plan). A TII refund can only be requested once the tour refund is completed and can take some time. Your patience in these matters is greatly appreciated.

Where can I learn more about COVID-19 and how it impacts me?

BEST VIDEO SUMMARY: A 5-minute video from the March 1 CBS Sunday Morning show is an excellent, level-headed description of the COVID-19 situation. Find it at <https://www.cbsnews.com/video/the-facts-about-coronavirus-what-you-need-to-know/#x>

For further and current information, we recommend visiting these sites.

For the U.S. Center for Disease Control, <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

For the World Health Organization, <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

And this site has WHO's advice for the public: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>