

Greetings! We wanted to inform all our travelers on how we have been handling reservations with our temporary Covid-19 policies, which we've revised to extend through March 31, 2021.

We sincerely thank all of those who have held their money at R&J and those who have transferred to future dates, we appreciate you!

Below is our Covid-19 Transfer and Cancellation Policies as well as Questions & Answers to keep you informed on your best options.

Covid-19 R&J Tours' Transfer and Cancellation Policies – Valid through 3/31/21

We will be contacting each traveler before their final payment is due in regards to their tour's status. It is in your best interest to wait for our decision.

1) Your Best Option: Transferring at anytime

We ask that you please consider transferring to either next year's tour or another future tour. Your willingness to do so will help ease the financial pressure the supply chain and lack of current revenue is causing.

If you transfer, all monies paid (including the Travel Protection Premium that otherwise is non-refundable) would be transferrable.

2) Your Next Best Option: Waiting on R&J Tours' decision and then cancelling

If R&J Tours cancels your tour, any tour cost you paid can be refunded in cash, and the Travel Protection Premium would be returned in a Travel Credit Certificate. Please note refunds will take 8+ weeks to receive.

3) Your Alternative Option: Customer cancelling prior to hearing if tour is going

If you cancel your tour, our regular cancellation policy is in place. This means any tour cost paid will be refunded in cash, but the Travel Protection Premium would be non-refundable. Please note refunds will take 8+ weeks to receive.

Questions & Answers

Q: When will I hear if my tour is cancelled or not?

A: We are trying to contact each traveler on their trip's status before the final payment is due. With the ever-changing situation, we are trying to make the best decision as timely as possible.

Q: Am I better to wait to hear from R&J Tours if my tour is going?

A: Absolutely! Whether you cancel ahead of time or wait to hear from R&J Tours, that directly affects how your reservation is processed. Please see #2 & #3 under policies above.

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Q: What if I wait to hear from R&J Tours about my tour's status and learn that my tour is going. However, because of my Covid-19 concerns, I wish to still cancel?

A: Our standard cancellation policy will apply. However, if you choose the option to transfer (#1 above) to next year's date, all monies (including your Travel Protection Premium), would be transferrable.

Q: What if I cancel my tour before R&J contacts me about the status of my tour because I am concerned about Covid-19?

A: Our standard cancellation policy will apply. This means any tour cost paid will be refunded in cash, but the Travel Protection Premium would be non-refundable. Please note refunds will take 8+ weeks to receive.

Q: How will you do your best to ensure our safety while traveling?

A: On our website's homepage, see the links to *Extreme Clean Motorcoach Commitment Procedures* as well as ***R&J Tours' Covid-19 Forms for Traveling***

Q: How long to expect my refund?

A: Due to the delay of supply chain and that our office has just recently reopened, refunds will take 8-10 weeks. We are doing our best to get to all our customers, chronologically.