

March 6, 2020

Dear friends and partners,

In light of the current outbreak of Covid-19, many of your clients ask for maximum flexibility with their bookings.

We have worked hard in the recent days to adapt and coordinate with our suppliers in order to provide as much flexibility as we could.

Going forward our advisors will attach to any itinerary they quote to you our [Complementary Terms and Conditions](#), that essentially enable your clients:

To wait until 30 days prior to arrival in France to make the final payment. The 30% deposit is still due upon confirmation. To opt for postponing their trip up to 12 months away at no additional costs, except for non-refundable services.

If you have a confirmed booking ongoing with us, you may ask your dedicated travel advisor to opt-in these Complementary Terms & Conditions, following which they will send them to you, for clients' signature.

Bear in mind, that our Standard Terms and conditions still apply, except when expressly overridden by our Complementary Terms and Conditions. Standard Terms and Conditions are included in all our quotes.

This limit of 30 days is necessary for us to ensure that we provide your clients the quality they expect. We would ask that you explain to your clients that they should take a decision at this stage, as communicating with suppliers, adjusting services and drafting travel documents takes an irreducible time, even in exceptional times such as these.

I would also congratulate all advisors that have been in touch with Decouvertes since the outbreak of the epidemic, for their sensible response and client management.

Everyone in France is focused on limiting the epidemic, whilst continuing life all the more normally: working, seeing friends, and wearing berets and striped shirts! Like Gabriel below, who just recovered from a seasonal flu (how boring).



We will keep on updating you on a weekly basis on how the situation evolves in France, as we have done in the past two weeks.

Meanwhile, all our thoughts are with those who are affected by the virus, wherever that may be on the planet.

Best,

Bertrand Collignon  
President & CEO  
Decouvertes