



sincerely  
yours

collette

## Building *confidence* TODAY, TOMORROW & ALWAYS

With over 104 years in the travel industry, Collette has remained committed to supporting you and your travellers. Here's what you need to know so that you can feel confident travelling with Collette.

### THE RIGHT CHOICES DURING DIFFICULT TIMES

We empowered you and your travellers to make the best decision for them at a time when no one else was and continue to offer flexibility in a variety of ways. When a tour was cancelled, these were the choices:

1<sup>st</sup>  
choice

Re-book travel on a future  
departure- **price protected\***

2<sup>nd</sup>  
choice

A travel voucher valued at  
**105% of money received**

3<sup>rd</sup>  
choice

Full **money-back** refund

*\*Travelers who have purchased land and air through Collette are protected on both*



### To Date Collette has refunded over \$213 Million CAD!

One of our core values is to BE RESPONSIBLE. You entrust your traveller's funds with us and we firmly believe that we haven't earned your money until your tour operates. Throughout the pandemic, we adhered to this belief by delivering full **money-back** refunds to guests who requested money back on cancelled tours. To date, we have refunded over **\$213 million CAD** because it was the right thing to do.

“

I travel exclusively with Collette for many reasons. In a time of change and uncertainty, Collette is a constant. They are a company I know I can always count on to make the right decisions. They are a company that I trust. I trust them to take care of my groups and I trust them to always make it easy to travel. When I plan trips with Collette, I make those plans confidently. I am booking future Collette trips right now. It gives me real peace of mind knowing that their unparalleled, industry-leading insurance plan allows our travellers to cancel up to a day before we leave and get a full cash refund. During a time when we all want to work with companies we can trust, Collette is at the top of my list.

- John M, Collette Traveller & Group Leader

## YOU CAN BOOK WITH CONFIDENCE

### TRAVEL PROTECTION PLAN

Our industry-leading **Travel Protection Plan** allows you to cancel for any reason and get a **full money-back** refund – up to 24 hours before departure.\*



## DID YOU ALSO KNOW?

- We have operated **over 1,000** domestic and international departures since April 2020.
- **99.99%** of our guests have travelled without interruption and 100% of guests felt comfortable and safe while traveling on tour.
- The well-being of our guests is our **#1 priority**. This means we will take care of you and your travellers by doing the following:
  - We have continuously reviewed and updated our vaccination policies as requirements changed.
  - We have a variety of ways to facilitate required testing for international travel back to Canada.
  - We provide guests with detailed documents outlining all travel requirements for your unique destination(s); we make sure to supply you with all the information you need to travel confidently.

“ Collette has taken a lot of good precautions. We feel very safe travelling with Collette through this experience.”

- Sharon & Peter, Guests On Our Painted Canyons of the West Tour, 2020



*Best Pandemic Community Response*  
THE COLLETTE FOUNDATION


## RESOURCES AVAILABLE

For information on our health protocols and the on-tour experience, please visit our **Travelling Well page »**

For frequently asked questions, see our updated **FAQ »**

To check current travel requirements by country including entry and exit information, see our **online resource »**

# MORE REASONS GROUP LEADERS LOVE WORKING WITH COLLETTE

- ✓ 104 years of financial stability (and counting!) even through COVID
- ✓ \$50MM Professional Liability Insurance
- ✓ More incentives with **Collette's President's Club**
- ✓  members = Added consumer protection
- ✓ Laser focused on financial strength with a strong cash position, in excess of **\$10 Million** in owner's equity. This allows us to:
  - Obtain and retain merchant card privileges and one of the few tour operators that banks continued to extend such arrangements, without reserve requirements, throughout the pandemic
  - Hedge our foreign currency exposures up to 24 months out, securing stable pricing for our guests
  - Place emphasis on designing tours, buying well, and delivering great service. We do not deviate into debt-laden ventures such as airline, hotel or cruise ownership or acquisitions
- ✓ Group space held on specific departure date
- ✓ No upfront deposits to hold space
- ✓ No minimum numbers required
- ✓ Offering hometown pickup to/from the airport for groups of 10 or more (land + air-terms apply\*\*\*)
- ✓ Over 80% of departures, open and bookable, more than 1 year in advance
- ✓ Access to free webinars, e-Learning, FAM programs & marketing materials
- ✓ Unlimited support from Collette's Business Development Managers and Group Experts



For more information, speak to your local **Business Development Manager** or call **866.510.8915**

\* Post booking grace period for penalty free cancellations varies by tour and travel date. Please contact your local BDM for full details.

\*\*If a client chooses to cancel your tour, a refund will be issued in the original form of payment, minus the cost of the Travel Protection Plan. Visit [collette.com/travelprotection](https://collette.com/travelprotection) for full details of insurance policy and benefits.

\*\*\*All groups with 10 or more guests purchasing an air inclusive package, are eligible for complimentary hometown transfer within 100 kilometers of the airport gateway from a single centralized location of their choice.