

1. What happens if a customer already has a live booking, but their travel plans have changed because of COVID-19?
  - a. If travel plans have changed because of COVID-19, customers can postpone the use of their vouchers until 31 December 2020 as they will now be valid all year. If a customer's voucher currently states a tour date of 16 March to 31 July, they will also be able to cancel their booking up until 31 July 2020 if alternative travel plans are not feasible.
2. What if customers make a new booking after 16 March and then their travel plans are affected by COVID-19?
  - a. Anyone who makes a booking after 16 March will have their voucher automatically validated for use until 31 December 2020 giving greater flexibility. Customers will also be able to cancel or amend their booking until 31 July 2020 should alternative travel not be feasible; this applies to bookings with travel dates 16 March – 31 July 2020 only.
3. What if the customer had a booking/voucher but their travel date was before 16 March 2020 and they couldn't/didn't use it?
  - a. Any customer with a booked tour date before 16 March will have their vouchers automatically extended for use until 31 December 2020. Our previous/standard cancellation terms and conditions apply to bookings made before this date. Please refer to previous voucher terms.
4. What if the customer was planning to take the tour but then the tour was cancelled by City Sightseeing?
  - a. This is applicable to City Sightseeing tours/products only; not 3<sup>rd</sup> party products (see below for more information on this). If we have to cancel any tours, you may offer your customers a full refund if we have communicated this in an email or newsletter. If you are unsure, please contact your account manager here at City Sightseeing.
5. Customer has a booking for a travel date after 1 August 2020? What are the terms for their booking?
  - a. Our standard terms and conditions apply to anyone with a tour date 1 August 2020 onwards. Customer vouchers will still be valid until 31 December 2020 though as per our new validity policy. If customers wish to cancel their booking and they're travelling 1 August onwards, customers will have until 24hrs before the booked tour date to cancel free of charge as per our standard T&C's. We will continue to monitor the global situation though and our policies may be revised at any time.
6. If they postpone their travel, how do they/we know the tour will still be operating on their new date of travel?
  - a. All our tours have live availability and operational information on our website [www.city-sightseeing.com](http://www.city-sightseeing.com) so you can check if the tour is operating on the customers revised date of travel. Alternatively you'll be able to find this in the rates document.
7. Do customers need to be issued with a new voucher if they decide to use their ticket outside the original three-month window?
  - a. No. Customers can use the same voucher they received when they originally booked providing they travel before 31 December 2020. Customers vouchers will be redeemable in destination until this date. Unless you need to amend the travel dates

in your own system then you do not need to notify us of the change. If you do amend the customer's voucher to another date due to your internal processes, please do let us know if you send us booking notifications or monthly reports or make the amendment and ensure this is sent via the API if you are connected with us.

8. Our agency currently books via the CS Sales Portal, what do I do in the event of cancellation?
  - a. As we have only just launched our new sales portal, we are just waiting for the next version release which includes a self-service tool for cancellations and amendments. In the meantime, if you need to cancel any bookings, please send the booking details through to [traveltrade@city-sightseeing.com](mailto:traveltrade@city-sightseeing.com) for the time being or contact your account manager.
9. What is the difference between City Sightseeing tours/products and 3<sup>rd</sup> party products?
  - a. City Sightseeing tours and tickets are those which have a hop on hop off bus/boat tour included. 3<sup>rd</sup> party tickets are those which are for specific attractions or day tours for example, Montparnasse Tower in Paris, where the products are not owned or operated by City Sightseeing. If customers have a ticket booked for an attraction or you are not sure of customer's cancellation rights, please contact your account manager for correct advice.
10. What happens if customers can no longer use an attraction ticket because of COVID-19?
  - a. Please contact your account manager and they will advise the latest terms and conditions. Unfortunately, the cancellation policies for attractions are set forth by the attractions themselves and not City Sightseeing Worldwide.
11. Do the new validity and cancellation policies also apply to third-party attractions?
  - a. No. These new policies for cancelling or postponing tickets are exclusive to City Sightseeing tours and products only. Unfortunately, cancellation policies for attractions are set forth by the attractions themselves and not City Sightseeing Worldwide. If you are unsure, please contact your account manager.
12. Do these new policies also apply to combination packages?
  - a. In most cases, yes. These new policies for cancelling or postponing tickets do apply to City Sightseeing combination packages excluding the combination tickets we have for San Antonio.
13. Can customers still use their ticket for imminent departures despite COVID-19?
  - a. It depends on the tour and attraction. Currently, all tours and attractions are subject to operational changes without prior notice during this time. Opening and operating times may be affected. Please check the list above for an up-to-date list of all our cities affected or alternatively, agents can check our website for the latest availability and notices. We will also make regular contact with you to update where we can.
14. I still have more questions. Who should I contact?
  - a. Please feel free to contact your designated account manager with any queries you may have. If you are not sure who this is, please email [traveltrade@city-sightseeing.com](mailto:traveltrade@city-sightseeing.com) and one of the team will pick up your enquiry. Please keep in mind we are receiving a higher volume of emails and calls due to COVID-19 and may take longer than usual in getting back to you; we will do our best to reply as quickly and accurately as possible though.