



Dear DreamTrips Members,

Updated March 27, 2020

With the current challenges related to COVID-19 impacting travel plans and even day-to-day routines, we've consistently watched and reviewed the best practices, advice and safety measures being implemented by the world to protect all of us. Within our industry, travel restrictions are currently imposed widely, sports venues and museums are closed, and large gatherings are discouraged or restricted. Ultimately, the health and safety of you our members, our employees, and other guests is our primary concern.

We have accordingly decided to postpone or cancel itineraries of near-term DreamTrips, DreamBreaks, DreamDays, and DreamNights scheduled between March 16, 2020 and April 17, 2020 for all regions, excluding Asia and Oceania **. If you are scheduled to travel or gather with us between these dates, we will be reaching out to you directly in the coming days to address the itineraries for alternative scheduling or cancellation. We thank you in advance for your patience and understanding as this is uncharted territory for us all and we'll be addressing each with personal care.

Most trips in Asia and Oceania regions will be operating as usual between March 16, 2020 and April 17, 2020. Standard cancellation policies apply for these regions.

And although these short term inconveniences are necessary to address, we continue to operate AnyTime Escapes, DreamTrips Local, DreamTrips Rewards, plus flights, hotels, car rentals, activities, and concierge on www.dreamtrips.com

Additionally, as a convenience for members with trips over the next 90 days, we're providing expanded options for you in managing your itinerary.

If you are scheduled to travel on a DreamTrip, DreamBreak, DreamDay or DreamNight from April 18, 2020 to June 15, 2020:

- Any members who wish to reschedule their booking will have all change fees ***waived*** as long as (1) the new departure date is at least 35 days later than the departure date of the trip being rescheduled, and (2) you give us notice of rescheduling at least 35 days before the departure date of the trip being rescheduled
- Any members who wish to cancel their booking will need to reach out to customer service and, when possible, will have all payments issued back in the form of Rovia Bucks to be used on any future DreamTrip or DreamBreak.
- DreamTrips cruises and other cruises traveling during these dates have other restrictions and require special handling

We will continue to monitor the COVID-19 situation and notify you promptly of any changes to our plans or policies. We understand that you may have questions, and we are doing our best to provide timely responses to all members and guests. Your patience and understanding are sincerely appreciated. Please contact us at sales@rovia.com if you have questions we can answer by email.

** Asia and Oceania: Cambodia; China; Hong Kong; Indonesia; Japan; Laos; Macau; Malaysia; Maldives; Myanmar; Philippines; Singapore; South Korea; Taiwan; Thailand; Vietnam; Australia; Fiji; French Polynesia; New Caledonia; New Zealand; Papua New Guinea; Vanuatu; Western Samoa