

We know that COVID-19 has raised several questions and concerns about upcoming WSU Alumni Travel adventures, many of which have been postponed. We also realize how hard it is to have travel plans changed, especially when we know how much you have looked forward to your trip. As we all take this one step at a time, please know that your safety and comfort in traveling with your fellow Cougs remains our number one priority. We continue to work closely with our tour operators as news changes to keep you updated.

Please note that the WSU Alumni Association has shifted to a remote workplace. Most of our partners have done the same in accordance with their local regulations. We appreciate your patience and understanding if your communication with either our office or theirs is delayed.

### **Existing 2020 Reservations**

Each tour operator will contact travelers directly via email of any status updates for a particular trip. In the event of a postponed or canceled trip, operators will provide you with options for the next steps. The decision about what to choose is a personal one. It is important to remember that WSU Alumni Travel is not responsible for trips postponed or canceled by our vendors; all traveler payments are processed by each vendor directly, and those specific trip and cancellation policies remain in place.

### **Extended Cancellation Windows**

Most of our tour operators and their suppliers have been able to relax the cancellation and final payment windows for trips in 2020. Please refer to the most recent emails from your provider for details.

### **Applying Travel Vouchers**

In most instances, our tour operators will offer a trip voucher to be redeemed at a later date. We encourage you to take advantage of the vouchers and would love to have you join us on one of our sponsored tours in 2021. Please note that vouchers must be redeemed with the same tour operator used in your original booking.

To assist you in making your selection, you can refer to our list of 2021 trips posted on our website.