



Country Walkers Policy & Program Updates For 2020

We fully understand that your clients and our guests are passionate about their Country Walkers experience. Please reach out to us if you would like to discuss any questions or concerns that you may have.

- **New Group Travel Program.** Want a trip that's just for your group? Now you can! Starting in 2020, we'll replace our Travel Together Program with a new Group Travel Program. When you bring a certain number of guests (14 for some tours, 17 for others), we'll make the departure exclusively for your group at no additional charge. We've also created new incentives for group organizers and agents—we'll honor your extra effort with a thank you of \$100 per group member whenever you take over a departure. We're also extending this benefit to our Self-Guided Adventures: groups of eight or more will enjoy special advantageous pricing.
- **Guaranteed Departures.** Overwhelming feedback from guests has made it clear that running departures with just a few travelers is not in anyone's best interests. As is common throughout the travel industry, we may occasionally cancel small departures starting in 2020. We anticipate that over 99% of guests will be unaffected by this. In the rare circumstance that a decision needs to be made, we'll contact you well before the tour's departure to discuss options. Also, we will guarantee select departures for each tour, so you can continue to book with confidence.
- **Encore 5% Benefit.** Starting in 2020, we will replace the Encore 5% benefit with a Frequent Traveler Credit equal to 5% of the value of your clients last tour. This benefit will be available from the moment they return from tour through December 31st of the calendar year after they travel, at which point it will become a 2.5% credit for one additional calendar year. Please note that clients booking 2020 tours will be able to use their 5% Encore Benefit while earning a Frequent Traveler Credit for future use.
- **Single-Share Program.** For all 2020 departures, our Single-Share Program will be as follows. If your client reserves at least 91 days prior to your tour's start date and wish to share a room with a same-gender roommate, we will make every effort to accommodate you. At the time of booking, we will require 50% of the Tour-Only or Flight + Tour Combo single-supplement fee. If we find you a partner, it will be refunded. If we can't find you a roommate, you won't have to pay any more than your initial payment.
- **Encore Milestone Trips.** For 2020, we are eliminating the Encore Milestone benefit. However, we are pleased to announce that guests have been grandfathered into it for life. Ultimately, our expanded range of travel options and tour prices makes it impossible to maintain this benefit for everyone—to do so, we would have to significantly raise prices on all tours. Though you will no longer see information about this program on our website, we will send guests periodic updates about their benefits. Please note that we will be capping the value of the 50% milestone at \$2,500 and the free trip at \$5,000 going forward.