



Dear valued customer,

As we're sure you are aware, COVID-19 (novel coronavirus) is significantly impacting the travel industry, and many of our clients have questions about both existing and future travel plans.

First and foremost, the fact that you are working with one of our professional travel advisors means you are in the best possible position. Our number one priority is to ensure you are taken care of before, during and after your travels. We are your advocates, and we are here to help you make travel decisions best suited to your personal needs, both now and in the future.

As you've most likely seen, there is an endless amount of coronavirus news circulating, making it easy for misperceptions and rumors to surface. We rely on a number of reliable sources for accurate information, and we'd like to share them with you:

- [World Health Organization \(WHO\)](#)
- [U.S. State Department](#)
- [Canadian State Department](#)
- [CDC](#)
- [ASTA](#)
- [ACTA](#)
- [ACTA \(French\)](#)
- [CLIA](#)

As mentioned above, our number one priority is making sure you, our client, are fully supported in your travel decisions. Our partnership with [Ensemble Travel Group](#) provides significant value in helping us do so. With thousands of partnerships throughout the world, Ensemble is in constant communication with industry leaders and receives regular updates from a local perspective. This helps our travel advisors help you to make educated and informed decisions regarding your travel plans.

At the end of the day, we're confident the travel industry will be back to normal in due time. But for the time being, we recommend seeking out the facts, washing your hands, and turning to us, your travel advisors, for guidance.

If you have any questions or concerns, please contact our team. We are constantly monitoring the situation, and we have your absolute best interest in mind.

Sincerely,

Claire Newell

Claire Newell
President, Travel Best Bets