

## Hurricane Policy

Hola Sun Holidays hurricane policy is in effect to ensure the peace of mind of our passengers when a hurricane may threaten their vacation arrangements. The hurricane protection policy is applicable for all departures from June 1 to November 30, 2018 for ITC packages and air only booked through Hola Sun Holidays.

If a category 1 or greater hurricane warning has been forecast by the relevant local government to affect your client's holiday destination, within a week of the scheduled departure date, then your clients may choose from one of the following options:

<b>1. Change of Departure Date</b>	Clients may change to a different departure date at the same destination. Travel must be completed before Dec 15. Clients will have to pay the difference in rate if the cost is higher. (If the rate is lower than originally booked, no refund will be given).
<b>2. Change of Destination</b>	Clients may change to another destination within CUBA offered by Hola Sun Holidays, with travel completed within 4 weeks of the original travel date. Clients will have to pay the difference in rate if the cost is higher. (If the rate is lower than originally booked, no refund will be given).
<b>3. Cancel with a full refund</b>	If the scheduled departure is delayed by more than 24 hours or the flight is cancelled by Hola Sun Holidays, then the clients will receive a full refund, net of insurance.
<b>4. Resume travel as originally planned</b>	Clients may choose to travel as originally booked, if Hola Sun Holidays is operating to the destination.

All changes to bookings must be made prior to 24 hours of the original departure time.

### IN DESTIANTION

In the event of a hurricane in destination where clients maybe at risk, they will be evacuated to a safe location.

In the event that clients are repatriated to Canada or evacuated from a destination due to a hurricane during their Hola Sun vacation, the following will apply: clients will be eligible for a credit voucher representing the cost of unused days on the accommodation portion of the package. Costs related to roundtrip flights and ground transfer portions included in the package will not be refundable. Any additional expenses incurred as a result of a hurricane shall be borne by the client.

Clients travelling "Air Only" will not be eligible for a refund.

In all cases, credit vouchers will be valid for a period of one year following the departure date initially booked, and will neither be transferable nor refundable.

\*\* The hurricane policy is subject to change and/or can be cancelled at any time without notice\*\*

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**Reservations: 1.800.668.8178 or 905.882.9445**