

# Coronavirus (COVID-19) – Customer Information

Due to the evolving COVID-19 global pandemic, Adventure Rentals has restructured our cancellation policy with flexible and necessary changes to our vehicle hires and to the booking conditions that apply to these hires, effective immediately.

## **EXISTING BOOKINGS**

For existing bookings departing before 30 September 2020 the following special conditions apply:

## **NEW BOOKINGS**

Until 30 September 2020 the following special conditions apply to all new bookings:

### **Booking Amendments**

You may reschedule your booking for an alternative departure date at no cost if you make your request at least 7 days prior to your scheduled departure date. Subject to Availability

### **Cancellations**

You may cancel your booking at any time up to 7 days before the scheduled departure date and receive travel credit with us equal to 100% of the value of your deposit of your original booking. This travel credit can be applied to another hire and used before 31<sup>st</sup> Dec 2021.

Please do not hesitate to contact us, and we thank you for your support and understanding at this challenging time.