

March 12, 2020

Dear Valued Guest,

We would like to take this opportunity to inform you about the latest information regarding your upcoming river cruise with AmaWaterways. Your health and safety, and the wellbeing of our staff and crew, are of the utmost importance and we must be vigilant and responsible in ensuring your safety during these uncertain times. **As a result, we are voluntarily suspending the operations of our European river cruise fleet and cancelling all of our Europe river cruises through April 25, 2020.**

With this in mind, we want to assure you that your long-awaited travel plans will be protected. We are therefore providing these options for you.

**1. FUTURE CRUISE CREDIT:**

We are offering you a Future Cruise Credit (FCC) equal to 115% of the value of your AmaWaterways purchased services, redeemable on any Europe or Mekong River sailing through December 31, 2022.

**2. FULL MONETARY REFUND:**

If you prefer, you may elect to instead receive a full monetary refund on all services purchased through AmaWaterways.

Should you have any questions or concerns regarding your river cruise cancellation, FCC or refund, please contact your travel advisor as we are in direct communication with them regarding current developments on our policies. If you choose to contact us directly, please note we are experiencing a higher than normal call volume, as expected.

We are disappointed that we are unable to fulfill your journey at this time, but we are confident that our ships will make a successful return to the rivers soon and hope to welcome you aboard one of AmaWaterways' many future sailings.

Sincerely,



RUDI SCHREINER

Co-Founder & President, AmaWaterways