

Update 2020, March 9

Are you concerned by PONANT measures ?

- 1. In advance and before their departure, for passengers coming from or in transit via areas prohibited by CLIA and / or PONANT and concerned by a departure in the next 45 days :**

The company offers its customers the possibility to transfer an existing booking to another voyage free of charge and offers an additional credit of 15% on this next trip. The customer will therefore benefit from a credit of 115%* of the total amount of his initial booking, excluding flights.

**This credit of 115% is not a cash refund. In the event that the amount of the next trip is lower than that of the initial trip, the difference will be refunded to the client, or carried over to a subsequent trip. The customer has until 12/31/2020 to get back to the Reservations Department or their travel advisor with their decision.*

- 2. In the event that it is impossible to embark on the decision of the Doctor on board and / or the Captain, Ponant may accompany passengers to organize their return journey to their home under the best conditions.**

To do this, a duty line is available 24 hours a day at the following number: + 33 6 31 02 98 28