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March 18, 2020

To Our Valued Guests, Partners, and Friends;

We recognize that with the constantly changing COVID-19 pandemic around the world, this is an unprecedented and uncertain time for everyone. Our hearts and thoughts go out to each and every one of you affected directly or indirectly by this situation.

We want you to know that the health, safety, and well-being of our guests, staff, and the local community is our number one priority. We have been monitoring the situation closely. We have been listening to our local, state, and national authorities regarding best practices in helping lower the curve of the spread of this virus.

We do realize that the intimate setting of our small group tours can create a situation where it is difficult or even impossible to practice the proven preventative measures provided by the [Centers for Disease Control and Prevention](#) and the [World Health Organization](#) in regards to slowing the spread of COVID-19. We also realize that traveling and joining a tour during a pandemic is not the stress-free joy and fun that it should be.

For these reasons, **we have made the difficult but necessary decision to suspend our tour operations, effective immediately, until at least April 1st, 2020.** At that time, we will reassess the situation and post further updates if and when available. We do realize that this temporary closure will potentially cause disruptions to our guest's travel plans. However, we believe this step is the most responsible course of action to protect the safety of our guests, our staff, and the local Alaskan communities that we love so dearly.

All guests affected by this temporary closure will be given the choice to accept a full refund or to reschedule for a future date. For those guests wishing to reschedule for a future date, we will be offering the opportunity to purchase a gift certificate for any tour we offer at a 20% discount.

As new information in the medical field and travel industry is made public, you will be promptly informed of the adaptations we make to our policies. For more information regarding the COVID-19 situation: [The World Health Organization's COVID-19 frequently asked questions](#) webpage and [The Centers for Disease Control and Prevention's frequently asked travel questions](#) webpage are great resources.

We invite you to please call or email us with any questions or concerns. Our helpful and friendly office staff is available to take your calls and respond to your messages 7 days a week, 8:00 am - 6:00 pm AKST. If you contact us outside of our business hours, please leave us a message and we will respond promptly.

This pandemic will pass and eventually it will be time for us to all return to our normal lives. Soon it will be time for us to travel, meet new friends, and enjoy all of the wonders that Alaska has to offer. Alaska will be here when you are ready to return. We look forward to joining you on future adventures in the Greatland.

On behalf of myself and all of my staff at Greatland Adventures, I wish you safety, good health, and happy future travels.

Sincerely,

Steve Busby
Founder
Greatland Adventures