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June 15, 2020

Dear valued adventure seeker,

I sincerely hope that you and your family are keeping well and strong during these challenging times.

2020 has certainly thrown some new challenges for the Travel and Tourism industry worldwide. Like so many other businesses we have carefully monitored the news hoping that we would see sufficient signs to convince us that it would be possible to offer our Whale Watching & Wildlife Safari and Grizzly Bear Expeditions this season, in a sustainable and safe manner. **After much deliberation as to how we might be able to adapt and cruise through this crisis with the best possible experience for you and other guests, we have decided to anchor for the 2020 season and NOT offer any tours.**

The commitment to safety ALWAYS has been huge for us and is part of the reason why we have earned our excellent reputation with guests from close and far. Ensuring a first class experience remains one of our primary goals.

We have seen a huge wave of cancellations due to the fact that nobody can predict when and what domestic tourism will look like or when international borders will open again to allow visitors the opportunity to enjoy our beautiful province. Like so many other unknown things related to the COVID-19 pandemic, it is not possible to 'guesstimate' the number of visitors we can expect. We also recognize that the financial impact directly related to Covid-19 is likely to restrict some planned holidays and activities, which in turn is likely to significantly reduce our usual number of walk-in guests.

Our Homalco First Nation partners, who have also been closely monitoring the situation confirmed last week that **all 2020 Grizzly Bear Tours had been cancelled.** Their reasoning was based on concerns that their already health comprised community could be infected by COVID19 when allowing guests into the Grizzly Bear viewing area. We totally respect their decision.

Discovery Marine Safaris is the only company in Campbell River operating a vessel with a passenger capacity of 30. The environmental advantage of limiting our footprint by having only one boat out on the water (versus two and a half 12 passenger vessels) has always been and continues to be something we are very proud of. The Transport Canada requirement of a 2<sup>nd</sup> crew member was a great opportunity for us to enhance the tour experience of our guests by including an educational component delivered by our passionate Marine Naturalist and we often get feedback from our guests that our Marine Naturalist sets us apart from other operators. In addition to the comfort of an onboard washroom, the ability for our guests to move around freely on any one of our 3 spacious viewing decks have been shadowed by the operational cost involved in operating a vessel of this size (while under normal circumstances there are definitely key advantages in operating the M.V. Tenacious III).

Physical distancing, masks and other necessary safety protocols for the safety of our guests and staff would be essential at all times and throughout the duration of every tour and we feel it would unfortunately affect the overall enjoyment of our tours. An example being, under current Transport Canada Guidelines our onboard

naturalist may be limited from moving around the boat freely to communicate with our guests, affecting the educational element and overall experience that has earned us our envied global reputation.

Last but not least, our overall approach has always been highly respectful of the environment. It has always been our goal to ensure your wildlife adventure counts for the good of research and conservation and to ensure that every aspect of our operation is environmentally sustainable. We strongly feel that if we were to operate this year with the acknowledgement that our numbers would be greatly reduced, this would put a question mark on the environmental sustainability of each of our tours and we would be jeopardising this core value that is so important to us, despite initial reservations looking very strong before Covid19 hit.

The good news is that we are happy to move your reservation into 2021 at no extra cost to you. Please let us know if you would like us to go ahead and do this on your behalf. Alternatively, we are happy to refund you for your booking. Of course, our preference would be for you to rebook so you can experience one of our fun, educational, ethical, safe and professional experiences next year.

As hard as this decision was to make, we feel it was the best choice in order to protect our global reputation and to ensure you have the best possible experience we can offer.

We share your disappointment and look forward to receiving your decision regarding your booking, please do not hesitate to contact us with any further questions you may have. Take care, stay safe and please be reassured that the Discovery Marine Safaris team will be here next year, waiting eagerly to welcome you.

Sincerely,

A handwritten signature in blue ink that reads "Garton".

Heike Garton  
Owner/President