

Frequently asked questions – Vantage Travel customers

Updated through 8/22/23

- **I booked a trip with Vantage that isn't scheduled to start until after August, 2023. What will happen with that trip?**

When Vantage filed its bankruptcy case, it had suspended all trips indefinitely. Since that time, as explained below, Vantage has sold its assets to Pacific Travel Partners, Inc., a subsidiary of Aurora Expeditions. As a result, Vantage is no longer conducting its operations, and all trips scheduled for September 2023 and later have been cancelled.

- **If Vantage cancels my trip, how do I get a refund?**

Because Vantage is subject to a Chapter 11 bankruptcy case, it is not presently permitted to pay out refunds to any customer that booked a trip prior to the filing of the bankruptcy case on June 29th.

- **I purchased travel insurance through Vantage, and submitted a claim before the bankruptcy case started. When can I get my insurance claim paid?**

Because Vantage was financially responsible for the payment of valid insurance claims filed by its customers, those claims have the same status as refund claims – Vantage cannot make payments on those claims at the present time.

- **When will the closing of the Vantage sale take place?**

As noted above, Vantage closed the sale of its assets on August 18, 2023. The transaction was approved by the Bankruptcy Court on August 16, 2023.

- **Wasn't the sale supposed to be made to United Travel? What happened to United Travel?**

When Vantage initially sought Bankruptcy Court approval to sell its assets, it filed with the Court an asset purchase agreement with United Travel Pte. Ltd., an indirect subsidiary of Nordic Hamburg, and has asked the Court to approve that agreement. However, the approval process required that Vantage solicit competing bids, and that the party that submits the "highest and best" offer would be designated as the Winning Bidder entitled to purchase Vantage's

assets. Pacific Travel Partners did, in fact, submit a competing bid, which the Court approved as the Winning Bid for the Company's assets.

- **What was sold to Pacific Travel Partners and how much was paid for the assets?**

The assets sold were principally Vantage's name and its customer and prospect database. Pacific Travel Partners paid \$2,000,000 in cash, and agreed to pay 5% of its revenue (exclusive of revenue earned from Vantage customers using a "travel credit," as explained below) over a 5-year period starting on January 2, 2024. **Pacific Travel also agreed to allow Vantage customers to use up to 100% of their claims against Vantage as a credit against future travel booked with Pacific, subject to certain conditions described below.**

- **How can I use the Pacific Travel Partners travel credit?**

The travel credit can be used to cover 50% of the list cost of a cruise (other than a river cruise), and 20% of the cost of a river cruise or land travel (e.g., an African safari) offered by Pacific, which will include trips operated by its parent company Aurora Expeditions. The credit can also be given to the customer's family members or others, provided that it cannot be sold for value. The credit does not expire until November 30, 2028, and may be used by multiple passengers on the same trip, or in successive trips, until 100% exhausted. Reservations using the credit must be made directly with Pacific (not through a travel agent), and the credit may be applied only to the cost of a cruise (not to air travel, extensions or on-board purchases). The credit may be applied to any portion of the cost of the cruise, including the up-front deposit, and the cash portion of the cost of the trip will be held by Pacific in a trust account until the date of departure. All customers must satisfy the Pacific Travel's "medically fit to travel" requirements, and customers must obtain third-party insurance coverage for their trips. Trips booked with Pacific are also subject to availability and Pacific Travel's additional terms and conditions in effect at the time of booking. Under no circumstances will the travel credit entitle customers to a cash refund from Pacific or any of its affiliates.

- **How do I use the travel credit and what trips are available?**

We expect that Pacific Travel will be in contact over the coming weeks with all of Vantage's customers holding unpaid travel claims to introduce its travel offerings and commence the booking process. In the meantime, you can review the current travel opportunities offered by Aurora Expeditions at <https://www.aurora-expeditions.com>.

- **Did Pacific Travel buy my personal information?**

The assets sold to Pacific Travel include "personally identifiable information" regarding the Debtor's present and former customers – namely, each such customer's name, physical address, email address and telephone number. Customer credit card numbers, banking information and passport numbers will NOT be transferred to Pacific Travel. Customers who wish to opt out of receiving communications from Pacific Travel can do so by emailing jhorne@murthalaw.com and listing "Vantage Opt-Out" in the subject line. Please note that any customer who opts out will forfeit their ability to use a travel credit on trips offered by Pacific.

- **Is Pacific Travel taking over and operating the scheduled Vantage trips?**

No. However, Pacific Travel has included in its offer a credit to benefit Vantage's customers who paid for a trip that Vantage can no longer operate. The conditions under which that travel credit can be taken are described above.

- **How do I make sure I am on the list of customers who are owed money by Vantage?**

By filing a document called a proof of claim, which you can obtain from this website. You can also file the proof of claim on this website, or directly with the Bankruptcy Court, using the information on our site.

- **Will I receive any money on account of that claim?**

That question can't be answered right now. In the coming weeks, Vantage will likely file a liquidating plan that will provide for the treatment of all of its creditors.

- **When will that occur?**

The plan will likely be filed at some point within the next 30 days, with an approval process that itself could require several months to complete.

- **How can I keep track of what is going on in the bankruptcy case?**

You may continue to access all filings made in the case on this website. We will update these FAQs if any of the dates or answers given change based on the progress of the case. If you have any questions about the case or the treatment of Vantage's customers in the case, you may want to consult your own counsel for advice.