



COVID-19 BOOKING ASSURANCE

Our approach to the impact of the COVID-19 pandemic on our clients and their bookings has been very much in line with our duty laid out in the Package Travel Regulations (2018) (PTR's) and our Terms & Conditions (T&C's) which has resulted in all clients either being refunded in full or rebooked.

New Bookings

For all quote requests and bookings made we will discuss with you or your travel agent our thoughts on your request and give an honest opinion of travel during this time and the impact the pandemic is having on the proposed arrangements, e.g. implications of transiting countries en route to your destination and the properties and destinations that from our knowledge we feel will enable you to have an enjoyable and safe holiday. It is important to note we must follow the FCDO advice in relation to which countries may be visited with or without quarantine (see Confirmed below).

At the time of booking and up until your departure date it is important you are fully aware of the most current information relating to COVID-19 requirements in the destinations and those for entry back into the UK, which may differ from home nation to home nation and transit points included in your itinerary. We recommend you constantly refer to the Government website as the most up-to-date and reliable source for this information which can be found on the following link and we strongly recommended that you register for the FCDO country updates for the destinations and transit points featured in your itinerary

Deposits

As per our T&C's we require a deposit to confirm your booking. In addition, our suppliers do at times request additional deposits though we will look to use those who have acted in response to the impact of Covid-19 and will suggest these in our quotes where we can. This may result in a comparatively higher deposit than some other destinations in the world. However, you can be assured that as per the PTR's for any confirmed reservations that we are unable to fulfil due to FCDO restrictions in response to Covid19 then the deposit will be refunded in full in line with our usual T&C's.

Confirmed Bookings

For confirmed bookings we constantly monitor FCDO travel advice and the developments and updates in the destinations we feature and begin to assess the situation for each booking around 10 weeks before each departure date and we will contact you or your travel agent at this point to discuss the following options: -

- 1) If the holiday is able to go ahead the balance will need to be paid by you by the contracted due date and the booking will proceed. Should you wish to cancel or amend your holiday for any reason then our usual T&C's would apply.
- 2) For bookings that may possibly go ahead then we will delay the collection of the balance to a later date which will be discussed and full details confirmed at the 10 week point of contact.

3) If you are unable to travel for personal reasons owing to Covid-19 which results in either cancelling or amending your booking, our T&C's will apply but we will work hard to minimise the cost impact.

4) If we are unable to provide your holiday as booked because of FCDO advice you will be able to either: -

a. Re-book your holiday for a later date. This will usually include the same arrangements and accommodation but is subject to availability and we may have to use alternatives and in doing so we will comply with the PTR's and our own T&C's. Where possible, suppliers are honouring prices but we cannot guarantee these will remain the same, particularly in relation to the cost of air tickets, however we will do all we can to keep any increase to a minimum or

b. Cancel your holiday and receive a full refund in compliance with the PTR's.

What happens if you contract Covid-19 or have to self-isolate

Prior to travel -

a) If you or any member of the party contracts Covid-19 or has to self-isolate and is unable to travel, then our T&C's will apply and in these circumstances we will try to minimise the applicable charges.

On or after the day of departure -

a) If you or any member of the party tests positive or has to self-isolate at any time during the course of the holiday and is prevented from travelling or continuing your holiday then we will assist as much as we are able. Any such related costs to any resulting changes will have to be borne by you or your insurers.

b) If during the course of the holiday any regulations change which result in the holiday or a section of a holiday being unable to proceed, then we will do all we can to assist you as per our obligations under the PTR's.

Covid-19 Protocols

We work closely with our hotel and ground partners in our destinations to ensure they have adopted adequate standards and protocols for your safety and protection.

Travel Insurance

A reminder that obtaining travel insurance cover that is sufficient to cover the whole cost of cancellation or curtailment of any holiday booked, including cover for Covid-19, is vitally important and forms a part of our T&Cs (clause 13). Care should be taken in selecting a suitable policy which needs to be in place at the same time as a holiday is booked and the deposit paid. We do not provide advice on insurance.

UK Foreign, Commonwealth and Development Office Advice

We comply with FCDO travel advice relating to travel to the destinations included in your itinerary and the relevant and latest FCDO travel advice can be found here: <https://www.gov.uk/foreign-travel-advice> or follow the FCDO on Twitter: @FCDOtravelGovUK

Amendments & Updates

January 2021

This policy may be amended and updated at any time and may be over-ridden by changes to government and local decisions taken at little or no notice.