

COVID-19 GUARANTEE 2022-2023

It's fantastic that the lifting of restrictions means that you can safely book ahead once more and enjoy trips and tours to international destinations. There remain plenty of considerations - there's no substitute for being well-informed and well prepared of course – but our **COVID Promise** continues to offer maximum customer confidence and reassurance.

We are committed to being as transparent and as fair as we can. This is the personal approach that we have always adopted with our customers. We never know what might be around the corner. So, let's always stay in touch. If it isn't viable to travel based on Government restrictions closer to departure time, then we'll be here to talk it through - just as we have done in the past and will do in the future.

REFUNDS, CANCELLATIONS & DEFERRALS for GROUPS TRAVELLING in 2022-2023

For clarity, you will be offered a **full refund** if:

- The FCDO advises against all but essential travel to your destination in the days leading up to your trip (typically within 2-4 weeks pre-departure).
- We cancel your holiday because your destination has closed its borders and we are unable to provide the package
- We are unable to deliver your trip for another reason (your tournament is cancelled, ski resort closed etc) and a suitable alternative cannot be found

What's more, as **travel insurance** is included in all our school and youth group trip packages we offer, you will also be covered if any individuals in your travelling party:

1. Test positive for Covid-19 in the 10 days prior to the trip
2. Are forced to self-isolate based on track and trace or PHE advice
3. Require Covid-19 medical cover in destination

That's a huge reassurance for everyone in the planning and booking of your trip.

However, if **you decide to cancel** or want to defer instead, then you are **not entitled** to a refund. That means if you choose, or feel unable, to take the trip as planned - and wish to cancel your booking at any stage (what tour operators and the insurance industry often refer to as '**a disinclination to travel**'), then our standard terms and conditions would typically apply. However, as long as your payments are fully up to date at the time and the decision not to travel is based on genuine substantiated Covid-19 concerns, we'll still work with you to defer your trip and to liaise with our suppliers to ensure the best possible arrangements on your behalf. Please bear in mind that unavoidable additional costs may still be imposed. If you wish to cancel instead, then we will offer you as much of a refund as we are able once all our expenses and overheads have been met.

The special terms above are effective for all school and college group bookings for trips and tours scheduled to depart in 2022 and in 2023. These offers only apply to a full group cancellation, or deferral or where Government restrictions impact on the viability of the tour when you are due to travel. They do not apply to cancellations relating to individual passengers, which remain subject to our standard terms and conditions. Please see full wording for details. Remember, you are responsible for adhering to all testing protocols and entry requirements for the countries that you are travelling through and to (and any associated costs). Any failure to meet these requirements will be at your own liability and standard terms of booking and cancellation will apply.

ENHANCED SAFETY MANAGEMENT

As fully Assured members of the **School Travel Forum (STF)**, our Managing Director also sits on the STF committee. The committee has invested a considerable amount of collective time and energy into ensuring the best possible guidance and support for school travel moving forwards in conjunction with **ABTA** and other industry **health and safety partners**.

Our standard audits for accommodation, transportation and other elements are now the subject of **supplementary Covid-19 audit checks** so that we can monitor the measures that have been put in place by our suppliers and ensure the highest possible safety for our groups. We can help with **template risk assessments** and any health and safety documentation that you need as well.

MORE FLEXIBILITY & SUPPORT

We are committed to working with all our group leaders, to agree the most sensible and workable payment schedules and **to offer as much flexibility as we can**. As a small, independently owned and family managed company with thirty years in the business, **we treat our customers as individuals**, not as numbers, and you can always reach us to discuss any concerns or challenges in person.

TRAVEL INSURANCE

Travel insurance - which is included in the packages we offer – gives you added reassurance and protection. As well as including all the elements that we would want and expect in a policy for schools and groups, there is **Covid-19 cancellation and curtailment cover for anyone testing positive** and support in destination too. Our primary concern remains the **duty of care to our customers**, as well as their **safety, their wellbeing and support**. We want all our groups to have the best travel insurance at their disposal, especially in these challenging times. Please visit the Info-zone on our website for policy details and links.

As a footnote, we are unaware of any **commercial insurance** cover in the market that will allow schools to seek reimbursement if they cancel a trip that has been booked, based on any disinclination to travel, due to the advice of the DfE, local authorities or your own leadership teams. You are best liaising with **the RPA** or your own commercial insurers at the school in the first instance if this remains a consideration or concern.