

## **FAQ in light of the Corona-Virus Situation**

### **Will Your Holiday Go Ahead?**

If your holiday is due to take place in April then we are afraid not. The current restrictions and advice from governments both in the UK and in the countries of our international visitors means it is not practical. (We have been in email contact with all our April package customers).

If your holiday is due to take place from the start of May then based on the current situation, your holiday will be provided as planned.

### **What happens if I cannot take my planned holiday due to coronavirus?**

If we are not able to provide the holiday you booked due to restrictions in the UK then we will offer you an alternative trip.

If we can provide the holiday but you are unable to travel to the start due to travel restrictions, then depending on the type of travel insurance you have, you may be covered for cancellation of your holiday on these grounds.

### **Can I delay payment for my holiday?**

Given the present situation we are extending the timeframe for customers paying their final balance – the key date for us **now is 5 weeks prior** to your trip starting.

### **What if I want to change my booking to a later date?**

If you do not wish to travel, we would be sympathetic to any particular concerns you might have, so please email or give us a call first.

If we have sufficient notice we will permit transfer of your booking to another date. If this in 2020 then there is no additional charge, (though it could be dependent on availability). For trips moved to 2021 then there may be an adjustment figure to cover any subsequent price increases.

### **What if I have underlying health issues and am concerned about travelling?**

We recommend that you discuss your travel plans with your doctor. If, in their opinion, you should not travel, you should contact your travel insurers. Depending on the type of travel insurance you have, you may be covered for cancellation of your holiday on medical grounds.

### **What Happens If I Fall Ill on the Trip**

We cannot be sure on what each individual place would do should a guest fall ill / arrive carrying a virus. If you did find yourself in a situation though where an alternative was required then we would sort that out for you.

*Please make sure you have appropriate medical insurance if travelling from abroad in case you need to access the NHS.*

### **What Happens If Official Advice Changes?**

Should your holiday be cancelled by factors outside our control, such as a change in UK government actions, then Force Majeure will apply as set out in our terms and conditions. We are afraid that we cannot accept any liability or pay any compensation for an event which we could not, even with all due care, foresee or avoid.