

OUR COVID 19 CANCELLATION POLICY

Should the worse happen and your holiday is effected by Covid 19, we will be following procedures to ensure your rights against financial loss.

The following information relates directly to cancellations beyond our control.

- ***FCDO advises against travel***
If an advisory is in place at the time of scheduled departure, the customer is usually entitled to a full refund
- ***Destination will not accept UK arrivals***
If a trip cannot go ahead then this would be considered an unavoidable circumstance under the PTR because we are unable to provide the travel arrangements. The customer would be entitled to a full refund
- ***Destination quarantine***
As long as customers are fully vaccinated and are abiding by travel regulations on the date of travel, this would be considered a significant change to the holiday, triggering a full refund.
- ***No FCDO advisory in place and no ban on UK Arrivals***
If there are no travel restrictions and our services can perform as normal, then a refund will not be triggered, beyond that which is covered in our terms of trading, and all customers are advised to ensure they have adequate insurance cover.
- ***UK Government guidance***
The general travel legal point of view is that the PTR cancellation rights do not apply where there is general guidance not to travel, and no refund is due if we are able to provide the services contracted for. Once again, customers are advised to ensure they have adequate travel insurance.
- ***UK legal lockdowns***
The consensus here is that this is a frustration of contract. A refund is due to the customer but we may retain expenses/costs incurred
- ***UK quarantine on return to the UK***
This will not trigger the right to a refund or cancellation if the trip can still go ahead as planned and the contracted services. If a customer chooses to cancel then our standard cancellation terms and conditions apply
- ***Covid related issues***
If a customer fails a test or contracts Covid 19, this does not trigger the right to a refund under the PTR and the customer must speak with their travel insurer.