

Latest Travel Information

Updated 15 April 2020

We understand that you may have concerns about how the Covid-19 coronavirus situation may affect your holiday, so we have included some information below to help answer questions.

You can rest assured that your health and well-being remain our top priority, and that we continue to monitor all the relevant advice from the UK Foreign & Commonwealth Office (FCO) and local authorities.

This situation is fluid and that information can change over time. That's why we're here for you. We'll help you to understand the latest advice and guide you on the options available to you for your holiday.

Contacting us

Our Travel Experts are working hard to support you through this challenging time, however we are dealing with an unprecedented number of enquiries plus a reduced number of staff members, so it is taking us longer than usual to process and respond to enquiries.

If your booking has been affected by travel restrictions or cancellations, we will contact you directly to discuss the options available to you.

We are dealing with all bookings and enquiries in departure date order, but please note that with so many bookings affected, our current minimum response time for queries is around 2-3 working days.

We would ask you to please bear with us and rest assured that we will contact you in due course. Thank you for your patience and understanding.

Temporary restrictions on international travel

As countries respond to the Covid-19 pandemic, there have been international border closures and other restrictions, which can be subject to change without notice. As a result, the FCO is currently advising against all but essential international travel.

Many airlines and cruise operators have also temporarily cancelled or suspended services over the next few weeks.

If you are due to travel in the next few weeks, your holiday may no longer be going ahead. If your holiday has been affected, we will contact you as soon as possible to advise you of the options available to you.

Holidays departing later this year

Unless we contact you to advise of any changes that affect your holiday, you can expect your holiday to go ahead as planned. Normal booking conditions will apply including any charges for amendments and cancellations.

Should your holiday be affected by airline or cruise cancellations or as a result of Foreign & Commonwealth Office travel advice, we will contact you to discuss your options which will include changing your booking, or cancelling and receiving a refund or credit note.

Should I cancel or rebook?

Unless we contact you to advise of any changes that affect your holiday, you can expect your holiday to go ahead as planned. Normal booking conditions will apply including any charges for amendments and cancellations.

If your holiday is cancelled because of changes in FCO advice, we would recommend the following steps:

1. Talk to us in the first instance, to discuss the options available to you.
2. If possible, amend your holiday or travel arrangements to another date, don't cancel – this will mean you have a holiday to look forward to in the future, and it will help to protect jobs in airlines, cruise lines, hotels, attractions, tour operators and travel agencies during these difficult times.
3. If you are not able to amend your holiday to another date, you may be offered a Refund Credit Note instead of an immediate cash refund. A Refund Credit Note can be used to book another holiday at a later date and, in the meantime, it is protected by ABTA/ATOL if your original booking had that protection, so you would be reimbursed if the travel company failed financially.

Am I entitled to a refund?

If your holiday is cancelled because of changes in FCO advice, you may be offered a Refund Credit Note instead of an immediate cash refund. A Refund Credit Note can be used to book another holiday in future.

Refund Credit Notes remain protected by ABTA/ATOL if your original booking had that protection, so you would be reimbursed if the travel company failed financially. If you do not use the Refund Credit Note to book another holiday, you may be entitled to a cash refund at a specified later date.

Availability of refunds or credit notes on non-ATOL protected travel arrangements vary, but we would always strongly recommend taking out adequate travel insurance for any holiday booking.

Please note, we would recommend changing your holiday or travel arrangements to another date if at all possible, rather than cancelling your trip. This will mean you have a

holiday to look forward to in the future, and it will help to protect jobs in airlines, cruise lines, hotels, attractions, tour operators and travel agencies during these difficult times.

If I am unable to travel, am I entitled to compensation?

Travel restrictions or disruption resulting from the coronavirus outbreak are beyond our control. If you are unable to travel for these reasons you will not be entitled to compensation from us. We recommend checking with your travel insurance provider or credit card company to check the level of cover they provide.

Should I be worried about booking a new holiday?

The restrictions put in place to tackle the coronavirus crisis have led to significant short term disruption to travel. However, these are temporary restrictions, and it is widely expected that they will be relaxed and removed over the coming weeks.

Many holidays departing later this year remain on sale, and holidays are available to book all the way through to summer 2021 and beyond. A growing number of travel operators are offering low- or no-fee amendments for new bookings on selected dates, and all ATOL protected packages remain fully protected under the terms of the Package Holiday Regulations. Protection for other types of travel arrangement varies, but we would always strongly recommend taking out adequate travel insurance for any holiday booking.

Like all responsible holiday companies, we are constantly monitoring the situation and if there were to be specific government advice which affects your holiday, we will be in touch to discuss your options.

Further information

- [Foreign & Commonwealth Office travel advice for your destination](#)
- [Foreign & Commonwealth Office travel advice regarding coronavirus](#)
- [NHS advice on coronavirus](#)