

# Coronavirus Covid-19 Update

We understand that you may have concerns about how the Covid-19 coronavirus outbreak may affect your holiday with us. We have included some information below to help answer questions you may have.

You can rest assured that your health and well-being remain our top priority, and we will continue to monitor all the relevant advice from the 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.

## Should I be worried about booking my holiday?

The coronavirus is a cause for concern but risks to travellers outside affected areas remain low, with many destinations operating normally. Where travel restrictions apply, these are expected to be in place for a short time, affecting travel in the next few weeks only.

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.

ATOL protected packages are 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.

## Should I cancel my holiday?

If there are no specific travel restrictions affecting your destination, you can expect your holiday to go ahead as planned. Normal booking conditions will apply, including any charges for amendments and cancellations.

Should the Foreign & Commonwealth Office change its travel advice to recommend against travel to your destination, and your holiday is affected, we will contact you to discuss your options. If you have booked an ATOL-protected package, options will include changing your booking or getting a full refund. Options for other types of travel arrangement vary.

## What happens if the FCO advise against travel?

If the FCO advise against all but essential travel to the destination you are planned to travel to, and your holiday is affected, one of our team will be in touch with you to discuss your options.

If you have booked an ATOL protected package with us, your holiday is protected by the Package Travel Regulations. Where possible we will offer you an alternative holiday. If we are unable to do so a full refund will be offered.

Protection for other types of travel arrangement varies, but we would always strongly recommend taking out adequate travel insurance for any holiday booking.

## **Am I entitled to a refund?**

If you have booked an ATOL protected package, and the FCO changes its guidance to advise against non-essential travel to your destination you will be entitled to change your holiday or receive a refund.

If the FCO do not advise against travel then your holiday plans will continue as normal and no change or refund will be offered, if you choose to cancel your holiday standard booking conditions and cancellation charges will apply.

## **I have a medical condition. Should I be travelling?**

We would always recommend seeking medical advice when choosing to book a holiday to establish if you are physically fit to travel. All customers are strongly recommended to take out appropriate travel insurance from the time of booking their holiday.

## **Have you recently visited an area where restrictions apply?**

If you have recently visited an area where coronavirus-related travel restrictions apply, you may be refused entry on arrival at your destination country, or may be required to be isolated. If you are affected by this restriction, please contact us to discuss your options.

## **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.

## **Further information**

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