



## Holiday Architects: Our Flexibility Promise

We appreciate that Coronavirus has led all of us to value flexibility and simplicity more than ever before, which is as true of booking holidays as anything else. So we've made some changes to our Booking Terms & Conditions for any booking made after 1<sup>st</sup> July 2020\*. These reflect our belief that some travel will be possible in the near future, and that the likelihood is that travel will be close to normal again in the second half of 2021. In summary those changes are:

 **Increased flexibility** that allows you to postpone your trip for any reason (subject to unrecoverable costs) up until 45 days before departure.

(For trips departing after 1st June 2021)

 **The option to postpone, change or cancel your holiday for a full refund** should the FCDO advise against travel within 14 days of departure or other substantial travel restrictions prevent you from departing as planned.

*\* We regret that holidays to the Galapagos Islands and certain Canadian holidays do not qualify for this Flexibility Promise. This is due to the deposit and refund rules instigated by the suppliers themselves. However, we will always do our best to mitigate any change/cancellation fees and your HA specialist will be happy to talk you through the details of your specific holiday.*

### Travel departing on or before 31<sup>st</sup> May 2021

- **Changing your booking up to 45 days before departure.** At any point up until 45 days before departure you may change: a) the name(s) of those travelling on the trip; b) the destination of your trip; c) the departure date of your trip. We will waive the usual amendment fees; if the new trip is a different price, we will pass those additional charges on to you, or refund them to you, as appropriate. These changes can be made for any reason, it does not need to be Coronavirus-specific.
- **Changing your booking less than 45 days before departure.** Within 45 days of your departure, you may change: a) the name(s) of those travelling on the trip; b) the destination of your trip; c) the departure date of your trip. We will waive the usual amendment fees; if the new trip is a different price and/or we incur unrecoverable costs through the changes, we will pass those additional charges on to you, or refund them to you, as appropriate. These changes can be made for any reason, it does not need to be Coronavirus-specific.
- **Cancelling your booking.** At any point before departure, you may cancel your trip and we will refund you in full, except for any non-recoverable costs, waiving our usual cancellation fees. This can be for any reason; it does not need to be Coronavirus-specific.

### Travel departing on or after 1<sup>st</sup> June 2021

- **Changing or cancelling your booking up to 45 days before departure.** Changing or cancelling your booking up to 45 days before departure. At any point up until 45 days before departure you may change: a) the name(s) of those travelling on the trip; b) the destination of your trip; c) the departure date of your trip; you can also cancel and receive a full refund. We will waive the usual amendment and cancellation fees; if the new trip is a different price, we will pass those additional charges on to you, or refund them to you, as appropriate. These changes can be made for any reason, it does not need to be Coronavirus-specific.
- **Changing your booking less than 45 days before departure.** Within 45 days of your departure, you may change: a) the name(s) of those travelling on the trip; b) the destination of your trip; c) the departure date of your trip. We will waive the usual amendment fees; if the new trip is a different price and/or we incur unrecoverable costs through the changes, we will pass those additional charges on to you, or refund them to you, as appropriate. These changes can be made for any reason, it does not need to be Coronavirus-specific.
- **Cancelling your booking less than 45 days before departure.** At any point before departure you may cancel your trip and we will refund you in full, except all non-recoverable costs, waiving our usual cancellation fees. This can be for any reason; it does not need to be Coronavirus-specific.

### A note on non-recoverable costs

- Usually when a booking is cancelled our suppliers keep a varying amount of the cost of our arrangements back as a cancellation fee, based on a rising scale as the departure date approaches, and this is reflected in our sliding scale of cancellation charges in our Booking Terms & Conditions. In addition, certain suppliers, particularly airlines and boat operators, require a non-refundable payment to secure the booking at the time of deposit.
- Our suppliers are all showing greater flexibility specifically in response to the Coronavirus crisis, and we're negotiating cancellation fees on a case-by-case basis. Generally they don't want to commit to a looser, formal cancellation policy, but at the moment we are almost always able to come to an arrangement with them which is more generous than their public position.
- This means that where we talk about non-recoverable costs in the Flexibility Promise we can't commit to a fixed reduction in our cancellation charges, but we can say that we will be able to recover, and refund, a greater proportion of the cost of your holiday should you have to cancel than is outlined in our Booking Terms & Conditions.

### A note on travel insurance

- At this time it is more important than ever to ensure you take out a travel insurance policy at the time of booking, and that you have taken the time to understand exactly what your insurance covers. Where your holiday is impacted by Coronavirus we will direct you to your insurers to cover costs incurred.
- Ideally your cover should include, but not be limited to: medical, legal, cancellation, disruption, delay, and personal possession cover.
- It is extremely important your cover does not exclude medical treatment whilst abroad for Coronavirus-related claims. If you fall ill with Coronavirus whilst travelling, you need to ensure your insurer will cover the associated costs otherwise you are liable for them. There are a small but growing number of insurers offering this cover.
- There are now insurers issuing policies that will cover you in the event that your holiday is cancelled or disrupted by Coronavirus; they are not always the ones that also offer medical cover if you catch Coronavirus whilst abroad, so you may need to consider purchasing two policies to cover all eventualities.