

## Our Flexibility Promise

At any point up until two weeks prior to departure you can postpone your trip, change to a new destination, or cancel the trip and receive a credit note to the full value of all monies paid.\*

If, at two weeks prior to the departure of your trip, we are unable to operate your trip (for example if your destination being on the UK government "red" list), then you have the option of postponing your trip, changing to a new destination, or having a full refund of all monies paid.\*

### \*Full Conditions:

Where you postpone a trip, change to an alternative destination, or cancel and take a credit note, we will have to pass on any non-recoverable costs (adding them to the cost of the new arrangements, or deducting them from the value of the credit note). When we give you a quote for your holiday, we will indicate the total non-recoverable costs at the point of booking.

Where there is a difference in the cost of the new arrangements and your original holiday, this will be passed on (whether an increase or decrease in cost).

This Flexibility Promise is valid for any booking confirmed (through payment of a deposit) after 23rd April 2021 and prior to 31st July 2021.

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.

### 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.