

RAYBURN COVID GUARANTEE



Coach Tours Booked Between 1st Oct – 28th Feb 2021

Coach tours are an excellent choice for your group. Not only do they offer appropriate options to create and/or maintain social bubbles and social distancing, they're also more flexible in terms of postponements and cancellations.

We've secured flexible terms with our coach, ferry and accommodation suppliers which enables us to offer coach group bookings unrivalled flexibility to cancel if COVID-19 poses an adverse effect between 45 and 30 days prior to your departure date.

During this 15-day period you'll have the right to cancel and receive a 100% refund if any of the following are in place at that time:

- ✓ FCDO advising against all but essential travel to your destination
- ✓ Department for Education advises against overnight residentials
- ✓ Arrival quarantine at your destination
- ✓ UK quarantine in place for returning passengers from your destination
- ✓ National or regional lockdown restrictions in the UK which prevent your group from travelling
- ✓ Any form of social distancing regulations which would make group travel unfeasible
- ✓ In addition, specifically for concert tours – any form of social distancing at your destination which means you would be unable to perform as a group



So book now safe in the knowledge that if COVID-19 is still causing a potential threat to your tour, you'll be able to walk away up to 30 days in advance with a **100% refund.**

Additional Terms and Conditions

- ✓ Only applicable for tours booked between October 1st and February 28th 2021 for travel in 2021/2022.
- ✓ Not every destination or accommodation will be available with this offer. If a quote is covered by our COVID GUARANTEE, then it will be clearly detailed within the quotation document – please speak to your consultant for more details.
- ✓ 100% refund only applies to group cancellation. Standard terms and conditions apply to individual passengers dropping out.
- ✓ Apart from the variations detailed in this COVID Guarantee, all other aspects of the booking will be covered by our standard Terms and Conditions.



Ok, this sounds great, but what happens if any of these situations occur 30-0 Days to departure?

A very good question! It does become a bit more complex, but we want to give you clarity over what steps we would take if any COVID problems come into play in the final weeks before you depart.

Coach Tour Postponements

Before we get into the detail, it's worth pointing out that coach tours make postponing a tour quite easy. During 2020, as long as we've agreed to continue using the same suppliers for a coach tour postponement, the cost of postponing a tour has often been zero, and in some cases we've been able to actually reduce the cost due to, for instance, changing from high to low season.

Even if there's a slight increase, for instance, because you change dates from low to high season or the exchange rate has changed, we'll always do everything we can to keep any increase as low as possible and we'll always run through multiple options – so you're still in control.

Postponing a coach tour would be an option available to you for **every** scenario below:

FCDO advising against all but essential travel to your destination

If departure is also imminent (one to two weeks before departure), then we would work with you to either postpone your trip to another suitable date or, if you didn't want to postpone, we would cancel your tour and issue you with a full refund.

UK quarantine in place for returning passengers from your destination

When the FCDO imposes a UK based quarantine for passengers returning from a certain country, it's been standard practice that the general travel advice from the FCDO for the country in question is also changed to "against all but essential travel".

If the travel advice changes to "all but essential travel" and your departure is imminent then, as above, we would work with you to either postpone your trip to another suitable date or, if you didn't want to postpone, we would cancel your tour and issue you with a full refund.

In the unlikely event that UK quarantine is in place for a country that is not classed as "against all but essential travel" by the FCDO we would work with you to postpone your trip.

Arrival quarantine at your destination

If this severely impacts your itinerary, we would work with you to postpone your trip to another suitable date (see "Coach Tour Postponements" above).

Department for Education ban on overnight residentials

Unlike the FCDO where advice is constantly changing, the DfE advice was released with warning and covered an entire term, so it's unlikely that this DfE advice will not already be known 30 days before departure.

In the unlikely event that DfE advice changes from 'allowing' to 'disallowing' residentials within 30 days of your tour's departure, then we would work with you to postpone the tour to a later date (see "Coach Tour Postponements" above).

National lockdown restrictions in the UK which prevent your group from travelling

If there was a full national lockdown, then it's likely that this would go hand-in-hand with the FCDO advising a blanket "against all but essential travel" directive to all countries. In this scenario, if your departure is imminent (one to two weeks prior to departure), then we would work with you to either postpone your trip to another suitable date or, if you didn't want to postpone, we would cancel your tour and issue you with a full refund.

In the very unlikely event of a national lockdown and the FCDO was still advising that travel is safe, then we would work with you to postpone the tour to a later date.

Regional lockdown restrictions in the UK which prevents your group from travelling

We would work with you to postpone the tour to a later date (see "Coach Tour Postponements" above).

Any form of social distancing regulations which would make group travel unfeasible

If group travel was unfeasible and not possible without breaking COVID regulations in place at the time, then we would work with you to either postpone your trip to another suitable date or, if you didn't want to postpone, we would issue you with a full refund.

In addition, specifically for concert tours – if local COVID regulations mean that you will not be able to perform in your destination as a group

If you are not able to perform your concerts at your destination, then we would work with you to either postpone your trip to another suitable date or, if you didn't want to postpone, we would issue you with a full refund.