

RAYBURN COVID GUARANTEE



Flight Tours Booked Between 1st Oct – 31st Dec 2020

Airlines will be likely to cancel and therefore refund flights only if, at the time of departure, the FCDO advises against “all but essential travel” to your destination. Yes, this gives less flexibility than our coach suppliers, but it hasn't stopped us from finding a way to make flight tours more flexible to give you extra peace of mind.

This flight offer is particularly good for those wanting to book their 2022 tour because it'll give a clear point in the future where you can walk away for either nothing or a small charge if the situation with COVID-19 hasn't improved.

Icelandair, British Airways and Jet2

For a small, non-refundable guarantee payment (£25pp for Icelandair, approx. £40pp for British Airways and £30pp for Jet2), we're able to offer the following flexible cancellation policies for all Icelandair, British Airways and Jet2 bookings if COVID-19 poses an adverse effect between 85 and 70 days prior to your departure date.

During this 15-day period you'll have the right to cancel if any of the following are in place at that time and we will return all your money (except for the non-refundable guarantee payment):

- ✓ 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

Low Cost Airlines

If your flights have not been released when you book your tour, then you'll have the option to cancel your tour and receive a 100% refund at the time your flights are released (before we purchase them!) if any of the COVID-19 issues listed above are in place.

We'll keep you updated on the likely release date for your flights and will not book them without your permission



So, give your group something to look forward to and book your late 2021 or 2022 tour now for the best prices and best choice of accommodation – safe in the knowledge that you'll have the chance to walk away from the trip nearer the time if COVID-19 is still causing potential issues.

Additional Terms and Conditions

- ✓ Only applicable for tours booked between October 1st and December 31st 2020 for travel in 2021/2022.
- ✓ Not every destination, accommodation or airline 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.
- ✓ Reduced cancellation terms only apply to group cancellations. 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 70-0 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.

Flight Tour Postponements

Before we get into the nitty gritty, it's worth pointing out that flight tours are, unfortunately, more difficult to postpone than our coach tours. The main reason for this is that airlines will only cancel, and therefore refund, flights under certain conditions. Where those conditions are not in place, postponing the tour will often involve additional flight costs for moving the flight to a new date.

Please be assured that, if you did want us to postpone your flight tour, 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 flight 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, 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'll work with you to postpone your trip to another suitable date (see "Flight 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 "Flight Tour Postponements" above).

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

We would work with you to postpone the tour to a later date (see "Flight 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're 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.