

# RAYBURN COVID GUARANTEE



## For all 2022 Flight Tours (Except Ski Trips) Booked Between 1<sup>st</sup> October 2020 – 30<sup>th</sup> June 2021 for Travel in 2021/2022

Our COVID guarantee for flight tours provides piece of mind by giving a clear point in the future at which you can cancel your tour if COVID-19 is still causing issues to your travel arrangements. In many cases this would result in a full 100% refund apart from those bookings made through a scheduled airline which would incur a small non-refundable fee.

### Icelandair, British Airways and Jet2

For a small, non-refundable guarantee payment (£25pp for Icelandair, approx. £40pp for British Airways and £30pp for Jet2), you have the option to cancel and have all funds apart from the guarantee payment refunded if, between 85 to 70 days prior to your departure date, any of the situations listed below are in place at that time.

### 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 situations listed below are in place.

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

### Situations which would trigger the right to cancel

- ✓ FCDO (Foreign, Commonwealth and Development Office) advising against all but essential travel to your destination.
- ✓ Department for Education imposing a ban on 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, give your group something to look forward to and book your 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 2020 and June 30th 2021 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 nearer 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.

## **FCDO advising against all but essential travel to your destination**

If departure is 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 "all but essential travel".

If the travel advice changes to "against 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 or, if you didn't want to postpone, we would issue you with a full refund.

## **Department for Education ban on overnight residentials**

Unlike the FCDO where travel advice can change quite quickly, the DfE advice has always been released with warning and has covered long periods of time (usually a complete term or longer), so it's likely that there would be plenty of time to look at alternative arrangements if their advice was not to travel.

If the DfE advice was against overnight residentials for the dates of your tour, we would work with you to postpone your trip. It is also worth pointing out that, under these circumstances, some insurance policies have been covering lost deposits if schools cannot travel. Therefore as well as offering postponements we have also worked with many schools to help them successfully claim on their insurance.

## **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 was 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 but with the FCDO still advising that travel was allowed, 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.

## **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.

# Postponing Tours

Since March 2020 we have postponed over 200 tours due to COVID. Just like all our tours, each postponement is bespoke, and we will work with each group individually to find the best possible options.

We are happy to discuss postponing a tour at any point and we will always do all we can to keep any additional costs to a minimum. Here are a few key considerations to think about when postponing a tour with us:

## Flight Tour Postponements

Flight tours can be slightly less easy to postpone than our coach tours and are more likely to include some extra costs.

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.

**Scheduled airlines** do offer the best terms when it comes to changing flights. The flights can often be purchased using smaller deposits and scheduled airlines tend to allow cancellations or changes to dates of travel more readily and more in advance of travel than low-cost airlines. Because of this, we would recommend booking with a scheduled airline if you are looking for maximum flexibility. Please speak to your consultant for more information.

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 with you – so you're still in control.