

RAYBURN COVID GUARANTEE



For Coach Tours (Except Ski Trips) Booked Between 1st October 2020 – 31st July 2021 for Travel in 2021/2022

Coach tours are an excellent choice for your group. Not only do they offer easier options to create and/or maintain social bubbles and social distancing, they also allow greater flexibility if alterations to your trip become necessary, such as postponing your tour to a later date if COVID is still causing issues.

We've secured unrivalled new agreements with our coach, ferry and accommodation suppliers to enable us to offer greater flexibility for our coach tour bookings, so you have the option to cancel for a 100% refund if, between 45 to 30 days prior to your departure date, any of the situations listed below are in place at that time.

- ✓ 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.

- ✓ FCDO (Foreign, Commonwealth and Development Office) advising against all but essential travel to your destination.
- ✓ Department for Education imposing a ban on overnight residentials.



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 2020 and 31st July 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.

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

Like most tour operators, we follow FCDO guidance. If the FCDO travel advice to your destination is "against all but essential travel" and your departure is imminent (one to two weeks prior to departure) then we would cancel your trip. We would then work with you to postpone your trip to a suitable date or, if you didn't wish to postpone, we would issue you with a full refund.

In the situation where the DfE advice is not to travel but the FCDO say it is OK to travel, then we would not be in a position to cancel your tour because DfE advice against travel would not be enough to force refunds from our suppliers.

This situation has happened to a number of our groups since the start of the pandemic and we have worked with each group individually to assess their options. Most groups in this situation have worked with us to postpone their tour, others have had insurance in place to cover the cancellation charges and some have simply asked us to cancel the tour and try and recover as much money as possible from our suppliers to be refunded to them.

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 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.

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 were not able to perform your concerts at your destination then, in the first place, we would try to find alternative venues for those which were affected. If this proved impossible and the majority of your concerts were unable to go ahead, then we would work with you to either postpone your trip to another suitable date or, if you did not want to postpone, we would issue you with a full refund.

Postponing Tours

Since March 2020 we have postponed over 250 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:

Coach Tour Postponements

Coach tours make postponing a trip quite easy. As long as we agree to continue using the same suppliers for a coach tour postponement, the cost of postponing the coach tour is usually quite small, often zero, and in some cases we're 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 with you – so you're still in control.

A coach tour provides the best form of flexibility as well as providing a more controlled environment with less social interaction with people outside your group.