

# RAYBURN COVID GUARANTEE



## For Ski Trips Booked Between 1st October – 31st July 2021 for Travel in 2022

With the disappointment of last year's Easter 2020 ski season being cancelled and COVID still causing problems, which has now affected the 2020/21 ski season. We at Rayburn Tours are looking to the future.

So let's turn our attention to 2022 and give everyone something to look forward to, safe in the knowledge that there's an opportunity to cancel and receive a 100% refund at a later date if COVID-19 is still causing issues.

### Coach bookings

Have the option to cancel for a 100% refund if, between 17th – 31st July 2021, **any** of the situations listed below are in place at that time.

### British Airways and Jet2 Flight Bookings

For a small non-refundable guarantee payment (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 17th – 31st July 2021, **any** of the situations listed below are in place at that time.

### Low Cost Flight bookings

Have the option to cancel for a 100% refund if **any** of the situations listed below are in place when your flights have been released (but before we purchase them!).

### 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.



**So book now, safe in the knowledge that if COVID-19 is still causing problems at a later date, you'll be able to cancel and receive a 100% refund.**

### Additional Terms and Conditions

- Only applicable for tours booked between 1st October 2020 and 31st July 2021 for travel in 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 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

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.

# 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.

## 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.