



COVID-19 Statement

'Rule of 6' Update

Your safety and wellbeing are our utmost priority and we would like to reassure you that we are continuously monitoring all government advice.

If you are due to travel in the coming weeks, we understand that you may feel anxious to travel after the recent announcements regarding social gatherings in groups of no more than six people. We can confirm that this announcement does not affect transport, and therefore tours are scheduled to go ahead as planned.

We have taken many measures to safeguard your holiday, which you can read about below and we have worked closely with our coach/hotel partners to ensure all health and safety guidelines are met. We want to ensure you travel with complete peace of mind on your next tour.

Coronavirus Peace of Mind

We understand that some customers may be reluctant to travel in 2020, so to provide you with the confidence to travel, we can provide the following:

COVID-19 Travel Insurance Cover

We have the opportunity to provide you with travel insurance to cover you if COVID-19 were to disrupt your holiday, please contact us for more information on what we have to offer.

Coronavirus Infection Policy

If you contract COVID-19 up to 5 days before you're due to travel, or you have been told to self-isolate, you will also be able to move your booking to another tour or date for free*.

We understand that some customers may be reluctant to travel in 2020, and are offering a low deposit – reserve your place from just £50pp, then nothing to pay until 6 weeks before departure.

Understandably, you may have questions regarding your upcoming holiday but please be assured that we are here to help and reassure you with any questions you may have.

* proof will be required.

Can I cancel my tour?

You may cancel your confirmed booking at any time before departure. You may also transfer your booking, if required. Both may incur fees, depending on how far in advance you make the cancellation/changes.

For full terms and conditions, please see our Booking Conditions

Refunds

For any holidays which are unfortunately cancelled due to any additional lockdown measures preventing travel, we will be issuing a refund straight away. Please be aware that cheques and BACS payments will take slightly longer to process.

We would like to thank all of our customers for their patience during these exceptional circumstances and particularly challenging time for the travel industry, and thank you for your continued support.

Measures we're taking to safeguard your holiday for 2020 departures

Throughout the Coronavirus pandemic, we have been closely monitoring Government guidelines. As of today, there are no specific restrictions around the number of people on coaches, however, in order to make your journey as safe and comfortable as possible, we're putting the following into practice:

1. We will ensure that you will not be seated next to anybody you aren't travelling with and your seats will be allocated and will not change throughout the entirety of your holiday, giving you peace of mind before you depart.
2. If you're travelling alone, you are guaranteed to be seated at the window with an empty seat to the side of you.
3. The front row seats behind the driver will not be occupied for the duration of your holiday. However, the front seats on the passenger side of the coach will be available for UK breaks.
4. You will be required to bring your own face covering and to wear it throughout your journey on the coach.
5. There will be a strict boarding process in place in which customers seated to the rear of the coach will be asked to board first, both on the transfer journey and on each day of your tour.
6. We will provide hand sanitiser on board the coach that must be used upon entrance and exit of the vehicle.
7. During each night of your holiday, your coach will be treated with an antibacterial fogging/misting machine that will disinfect all surfaces within the vehicle.

8. At your designated boarding point, all travellers will be temperature checked. Anybody with a temperature over 37.5 degrees will be unable to travel.

General advice

All customers should follow sensible guidance to reduce their risk of exposure to Coronavirus while this outbreak is ongoing. Viruses can easily be passed from person to person, however the best preventative measure to stop the spread of infections is to wash your hands frequently and thoroughly with soap, then rinse them well under running water. Avoid touching your eyes, nose and mouth with unwashed hands. Always cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands with soap and water.