

## **Affordable Luxury Travel - Covid-19 Terms Update**

### **Book with Confidence**

Here at Affordable Luxury Travel (Part of Moresand Group), our main priority are always all of our clients, regardless of any existing loyal customers or new clients who have never been fortunate to experience booking with our company.

We fully appreciate that the Covid-19 situation is creating a lot of uncertainty and that you may have indifferent thoughts about committing to any type of holiday.

Our dedicated luxury team are here to reassure you that with Affordable Luxury Travel, you can book with confidence, totally safe in the knowledge that you have the flexibility to manage your travel plans if any disruption caused by the Covid-19 coronavirus means that you are unable to travel and/or wish to amend your plans.

### **Complete Reassurance**

Unfortunately nobody can predict the exact outcome of any unforeseen situation and especially due unprecedented circumstances, however after more than 34 years of experience in the world of travel, our team has the experience to deal with such issues and make sure that we work for all of our customers.

Our Personal Travel Advisors are on hand every step of the way to make sure your holiday is as protected as possible in these unpredictable times. We are here to look after you every step of the way, from start to finish.

### **Trust the right company**

All of our holidays are 100% financially protected through our ATOL and ABTA bonding so your money is totally safe. Furthermore, our business is extremely well positioned to navigate through any challenges which the travel industry is currently facing.

### **FAQ's**

#### **Is my money safe, if I want to change my destination and even if the FCO does not specifically advise against travel to that location?**

**1. Postpone or amend your holiday:** Our dedicated Affordable Luxury Travel team will explore the possibility to postpone your trip to a later date and will not charge you an administration fee to make any changes. Depending on the cost of the new arrangements, you may be required to pay additional costs or less costs or be due a refund of the difference, which we will advise you of

**2. Change your destination of travel:** Again our dedicated Affordable Luxury Travel team will work with you and find you a new destinations which you would prefer to travel to and we will research the possibility to move your trip to an alternative destination. Depending on the cost of the new travel arrangements, you may be required to pay additional/less costs or be due a refund of the difference, which we will advise you of.

**3. Flexibility promise:** We appreciate that peace of mind and flexibility are key to ensuring that you feel confident booking a holiday with Affordable Luxury Travel, so we have been working endlessly to ensure that our service is as flexible as possible, in the event that your holiday is unable to proceed, as a direct result of Covid-19. Our team will explain all available options to you and talk you through the specific favourable business terms and conditions relating to each aspect of your itinerary, providing you with full transparency enabling you to make decisions more comfortable.

**4. Cancellation:** In the event of cancellation due to complete travel restrictions to your booked destination, there may be the ability to cancel your trip *Free of charge*, subject to trade partners terms and conditions. If this is your preferred option, we will work to limit the cancellation costs (if any) and will not charge you any administration fee. We will also provide all necessary documentation required by *your* insurance company without delay to see whether you are able to recover any of these costs. We strongly recommend that you purchase Travel Insurance, however this is not mandatory.

**5. Total Financial Protection:** Our company is fully licensed by ABTA & ATOL (CAA), which means that in the unlikely event of our company and/or another trade partner ceases trading, then the monies paid to us, are fully protected under these guidelines.

**6. Full Refunds & Refund Credit Notes (RCN):** In the event that your travel arrangements will not be going ahead due to the Covid-19 situation, then you will be entitled to a full refund. We will provide you with a variety of different options at the time of notification that your travel plans will not be going ahead.

These include Refund Credit Notes (RCN) also known as a full refund if the option of future travel arrangements with our company are declined.

Your money is 100% safe and we are also ABTA & ATOL financially protected. Please note that full refunds can take longer to administrate during the current climate, due to the complexity and high volume of individual cases being processed simultaneously, therefore in some cases delays are unavoidable. However we guarantee that any refunds due to you, will be credited back to you.

### **Need Quality Travel Insurance – Including Cancellation & Medical cover for COVID-19?**

Affordable Luxury Travel (Part of Moresand Limited) is an Introducer Appointed Representative of Rock Insurance Group (Insurefor.com), who are authorised by the Financial Conduct Authority and who now offer a range of products that include Covid-19 cover.

*If you require travel insurance and would like a quote for a policy that includes COVID-19 cover, please visit <https://bit.ly/Insure-For-ALT> and get **5% off** using the discount code: **AFFORDABLE5***

### **Should I travel if I am over 65?**

As it stands, the Foreign Office and Public Health England has not offered any specific advice for travellers over 65. Coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer, chronic lung disease and any other life threatening diseases. However, we strongly recommend that you check your medical circumstances with your GP/Specialist, prior to travelling overseas.

### **What will happen if there is a Coronavirus outbreak in my destination whilst on holiday?**

This will depend on the advice that health authorities in the affected area are providing to the community. It is recommended that you follow this specific advice and then see if the Foreign and Commonwealth Office have updated their advice. We always recommend that you should speak to your healthcare provider or travel insurance provider/company as soon as possible for further guidance.

Our friendly and professional team will also be on standby and will keep you updated to make sure you understand what advice you may have been given. We will always provide you with any appropriate assistance and guidance, if you are experiencing difficulties. This will include providing any relevant information on health services, local authorities and consular assistance, in addition to assisting you in communications and helping you to find alternative travel arrangements if possible and relevant to the situation. We are available to work for you at any given time and to make your travel experience as smooth as possible.

### **What happens if my flights get cancelled?**

If the airline cancels your flights, we will contact you and provide you with alternative flights/airlines so that you can still enjoy your holiday. If there are any significant changes to your holiday, then this will be covered by our standard terms and conditions and/or your travel insurance provider.

### **What if the borders close to a destination I am travelling to?**

If the borders of the destination you are due to travel to close or remain closed, you will have the option to move your travel dates to an alternative date up to 31 December 2024, claim a travel voucher for your cancelled holiday or receive a full refund.

### **Do I need to get a COVID-19 test before travelling?**

#### **CORONAVIRUS (COVID-19): PCR TEST TO RELEASE FOR INTERNATIONAL TRAVEL**

<https://www.gov.uk/guidance/coronavirus-covid-19-test-to-release-for-international-travel>

Depending on the destination you are travelling to, or the airline who you are flying with, you may need to have a COVID-19 test before your flight. Each destination and airline have imposed varying regulations for those entering the country and boarding their flights, with many destinations requiring a strict 14-day isolation period. Some destinations, however, will waive the quarantine requirement in replacement of a "Fit to Fly" or negative COVID-19 Certificate of Testing.

If the destination you are travelling to will accept a "Fit to Fly" or negative COVID-19 Certificate of Testing, they will require that you have the test a specified number of hours before your flight; the required number of hours will vary by destination and airline, so this is something that your dedicated Luxury Travel Specialist will advise you of. Some destinations will also require travellers to present health declarations, medical forms or tracing information before entry. Please refer to the [FCDO website](#) for more information.

## **IMPORTANT NOTICE**

### **CORONAVIRUS (COVID-19): PCR TEST TO RELEASE FOR INTERNATIONAL TRAVEL**

Please click on the link below to receive the latest updates from the Department of Transport in relation to Covid-19 Test to release for International Travel >>

<https://www.gov.uk/guidance/coronavirus-covid-19-test-to-release-for-international-travel>

### **PASSENGER LOCATOR FORM**

Please click on the link below and you must complete this form online before you arrive in the UK, even if you're arriving from a country on the travel corridors list >>

<https://www.gov.uk/provide-journey-contact-details-before-travel-uk>

**\*\* Please note that you may be fined if you have not completed the form by the time you reach the UK border. You also may not be allowed to enter the UK (unless you're either British or a UK resident \*\***