

THIS MESSAGE IS FOR FUTURE TRAVEL

UPDATED 20th April 2021

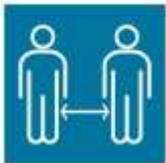
Travel Editions Covid19 Travel Arrangements for Groups

As the nation emerges from lockdown, the prospect of being able to travel again with your group is starting to become apparent. But it is critical that you, our valued customers, feel both safe and confident to travel, and, just as importantly, are as safe as it is possible to be, when on tour. Of course, the information, scientific advice and government rules are changing on an almost daily basis, but rest assured that your safety is our number one consideration when assessing if a tour should go ahead and what measures need to be implemented to ensure that it operates as safely as possible.



Your safety

- You will have 'Travel Safe' kits available for you and your members containing face masks for the holiday, flight-friendly bottles of hand sanitiser and packs of anti-bacterial wipes.
- We will ensure that coach companies deep clean the coach prior to each tour and disinfect at the end of each day and, where possible, during stops, to minimise the risk of infection and bacteria spreading.
- Our tour managers' and guides' safety is also paramount – we need them to stay healthy to ensure the smooth running and delivery of the tour. So baggage handling needs to be undertaken by each member of the group and cross handling kept to a minimum. The [“baggage man” service](#) may be something to consider on our train and UK tours, if this is an issue for you.
- Our insurance provider offers COVID-19 coverage in the event that you should fall ill on holiday as a result of the virus and need to return home.



Social distancing measures:

- On all our tours (where applicable) we will include “Whisper” headsets so that guests can socially distance but still clearly hear the commentary from the guide/tour manager/lecturer.

- We will use coaches with more seats than passengers on the tour so that as much social distancing is maintained as possible. Where necessary and as numbers dictate, we will use two coaches to ensure that the appropriate and approved social distancing measures advised at the time can be met.
- At hotels and restaurants, we will request all partner suppliers use oversized rooms where possible when providing group meals, to maintain a sensible social distance to ensure guests feel, and stay, as safe as possible.
- We will also ensure that places visited have measures in place to maximise social distancing in compliance with any current guidelines.
- We will reduce capacity on tours as appropriate, to ensure that social distance rules can be met.
- We would also ask that all guests play a part in ensuring that they observe all protocols in place.



Amendments and flexible booking conditions

- It is not clear as yet, which venues will be able to accept groups and on what basis. We will constantly monitor each and every tour to ensure that it can be delivered as close to the advertised programme as possible. When a change is required, we will do our utmost to ensure that this information is advised as soon as possible.
- COVID 19 refund promise - 100% money back if you're required to self-isolate due to COVID-19 and unable to travel. We will obviously require authentication if this is the case.

Clearly, no-one can guarantee 100% safety from this or any other virus, but it is sensible and responsible for us to foresee issues and plan for them so that our clients feel as safe as possible and are exposed to a minimum level of risk. It may be that scientific advances preclude the need for some or all of these measures, and we are obviously hopeful that this is the case. For some people, any risk is too much and we respect that decision, too, but we would like to assure those that want to travel, that our tours will be as safe as possible within reasonable constraints.