

Coronavirus – Updated statement – 24/03/2020

First of all we would like to say thank you for all supportive message that you have either sent us, or posted on our Facebook page. It is more appreciated than you know.

Since our initial announcement regarding the postponement of all our holidays and excursions to April 30<sup>th</sup>, **we have now extended this postponement period to include all holidays and excursions scheduled to depart between now and 31<sup>st</sup> May.**

We have already been in contact with so many of our customers whom have been affected by this, unfortunately we still have many more clients to contact that were due to travel during this period. Rest assured that we are getting through these in date order.

Please be kind to our staff – they are working extremely hard to try to assist you – they don't make the rules!

### **What can you do to help us?**

PLEASE DON'T CALL US. ....we realise that this is hugely frustrating, but, as stated, we have to get through these in order of departure date to ensure we don't miss anyone.

What we are offering at the moment is either the opportunity to transfer to a later holiday, or a credit backed by our BCH bond which allows you to retain your monies toward the same holiday on a rescheduled date or a 2021 holiday, some of which are available to book now .

If you know what you are wanting to book, and it is available, we can transfer your monies immediately – if you don't know what you want to book, we will give you a credit and your monies can be transferred as soon as you do know.

### **Refunds**

There has been some negative comments around our stance on refunds, and we apologise if this is annoying and frustrating you, but we wanted to take a moment to explain our stance.

This is an unprecedented time for all of us, and one that we have never faced before in society or in the travel industry.

We are members the Bonded Coach holiday scheme (BCH) for coach holidays, so your monies are safe.

However, we very much view this situation as Force Majeure, highlighted in terms and conditions as "any event beyond our or our supplier's control, the consequences of which could not have been avoided even if all reasonable measures had been taken".

We are therefore working with various trade associations including BCH and the government (through the treasury) to discuss what happens moving forward.

That is why we are currently not offering any refunds for holidays/excursions that we have had to postpone.

**Thank you for your patience and understanding.**

**Peter Fenn  
Managing Director**