

Novel Coronavirus - Covid-19 statement

Updated 09.03.20

We are dedicated to the safety of our customers at all times and continue to monitor the COVID-19 situation on a daily basis.

As the situation develops, we will continue to follow the advice provided by the Foreign and Commonwealth Office relating to any changes in travel advice to specific destinations.

At this time all but essential travel advice from the FCO is limited to only a few destinations in the countries where we operate.

Europe: Some areas of Northern Italy

Lombardy region (which includes the cities of Milan, Bergamo, Como) and the provinces of Modena, Parma, Piacenza, Reggio Emilia and Rimini (all in Emilia Romagna); Pesaro e Urbino (in Marche); Alessandria, Asti, Novara, Verbano-Cusio-Ossola and Vercelli (all in Piemonte); Padova, Treviso and Venice (in Veneto).

Rest of the world: China (tour programme currently suspended)

Our programme to all other destinations is continuing as normal with departures on a daily basis with support from our in-resort teams (where applicable) and our 24hr operated duty assistance.

At this time if passengers wish to withdraw from a trip cancellation charges will apply in accordance with our booking terms and conditions.

Given the fast-changing situation, travellers should check the latest FCO travel advice (including entry requirements) for their destination.

<https://www.gov.uk/foreign-travel-advice>

Should the FCO advise against all but essential travel to your specific destination, then, at a given time before travel, we would:

- in the first instance look at alternative suitable destinations for the group and propose the available options.
- Consider the possibility of deferring the tour to a later date.
- If there are no viable alternatives and we are obliged to cancel your trip due to the FCO advice then a refund would be offered.

The below link will provide passengers access to the latest government guidance.

<https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>

Useful information is also available at:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

A UK-wide public information campaign has been launched to advise the public on how to slow the spread of coronavirus and reduce the impact on NHS services.

<https://www.gov.uk/government/news/coronavirus-public-information-campaign-launched-across-the-uk>

Public Health England has guidance in order to minimise the risk of transmission including:

- Wash hands regularly with soap and water or a disinfectant, especially after coughing and sneezing, before handling and consuming food
- Use disposable tissues when coughing or sneezing and dispose of used tissues carefully and promptly
- Avoid close contact with people who appear unwell and avoid sharing personal items
- Public Health England HE recommends against using masks outside clinical settings (personal communication PHE). Should you decide to use a mask, you should ensure you continue to use all the recommended precautions in order to minimise the risk of transmission

We will continue to monitor UK government guidance and recommend passengers to register for updates direct from the gov.uk websites listed above.