



## IOW Tours Covid-19 Statement

Vs. 2 Updated 13 March 2020

We intend this statement to offer some comfort to our valued customers to advise you that we are taking every precaution to ensure the safety of our guests. The health and safety of all our customers is our primary concern and priority. We are monitoring the information from the World Health Organisation (WHO) and are closely following the advice provided by the Government and Public Health England to ensure a safe environment and to avoid any unnecessary worry.

In order to support increased personal hygiene on our coaches we are putting strengthened measures in place to enhance sanitisation and focused cleaning; this includes but is not limited to:

- Due to the national shortage of supply we will, where available, provide hand sanitiser to help customers clean their hands more frequently.
- We are operating an even more robust vehicle cleaning schedule.
- Staff are being encouraged to maintain good hand, respiratory and personal hygiene by employing the 'Catch It. Bin It. Kill It' ethos.
- A well-coordinated emergency management system in place at all times.
- Finally, the single most important precaution that everyone can take it to observe good personal hygiene, including washing your hands regularly.

We are therefore intending to operate all tours, dance holidays, events and reunions 'as normal' except of course with the above extra precautions and advice on hygiene. We are watching the Government and the FCO websites very carefully and intend to follow their advice in all circumstances. We will update with any announcements as required.

Should you need further information on Coronavirus, please visit: <http://www.gov.uk/coronavirus>

I know it is uncertain times for many but, I am pleased to say that currently it is business as usual at IOW Tours. We are currently monitoring the situation very carefully and at this time there is no need for any cancellation of events. Should this change then we would be operating as per the instructions below.

The clear advice from Government and Health Secretary, Matt Hancock, is for people not to panic and for large gatherings to continue as normal, and that the risk to individuals is low. Similarly, the Chief Medical Officer said that there is "no clear rationale" for closing events or preventing travel in order to prevent the spread of the Covid-19.

IOW Tours believes it is essential to follow Government advice, for business to continue as normal, and not create unnecessary worry.

In order to comply with our Bonding Requirements that protects all our customers monies, our usual cancellation fees will apply up to when additional advice is issued from the Government.

Our cancellation fees are as follows:

### **If you need to cancel your holiday**

You or any member of your party may at any time cancel your booking by giving written instructions to notify us of your intentions. The Organiser or the person who signed the original booking form must sign the letter of cancellation. You must pay cancellation charges to cover our administration costs and to compensate for the risk of us not reselling the holiday. If the holiday is resold a refund

will be made. The effective date of the cancellation is the date we receive written instructions. You must also return any tickets or vouchers you have received. A reduction in room occupancy may increase the charges for the remaining passengers by the application of supplements for low occupancy of rooms. Where bought in supplies, such as ferries, hotel accommodation etc have been bought in on your behalf, and where the terms and conditions of the supplier are non-refundable, these products will be charged to you at the full retail rate. If this applies, the non-refundable items will be deducted from your holiday costs and the following scale of charges will be applied to the remainder:

Notice Given	Cancellation Charge
14 Days or Less	100% of Holiday Cost
15 – 27 Days	50% of Holiday Cost
28 – 42 Days	30% of Holiday Cost
More than 42 Days	Deposit only

Please note that some or all of these charges may be recovered through your holiday insurance dependent upon the reason for the cancellation.

In the event of unavoidable and extraordinary circumstances occurring at the place of destination of its immediate vicinity and which significantly affect:

- (a) the performance of the package or
- (b) the carriage of passengers to the destination,

the traveller may terminate the package travel contract before the start of the package without paying any termination fee.

Note that where the package travel contract is terminated as stated above, the traveller is entitled to a full refund of any payments made for the package, but is not entitled to additional compensation.

**If a member of your group chooses to cancel the holiday and there is no Government advice not to travel, then deposits are non-refundable and cancellations are chargeable as above.**

**If IOW Tours has to cancel the holiday as we are unable to provide some or all of the package due to Coronavirus – then all monies will be returned to customers without question.**

**If the holiday has started and we need to curtail or cancel the holiday, this is classed as Force Majeure and no monies are refundable but are usually claimable on Travel Insurance:**

Force Majeure means an event which we or the supplier(s) of the service(s) in question could not, even with all due care, foresee or avoid and is therefore an event beyond our or the supplier's reasonable control. These events include but are not limited to strikes, riots, political/civil unrest, government acts, hostilities, war, threat of war, terrorist activity or threat of terrorist activity, hurricanes, transportation problems and severe weather conditions. **We suggest you take out adequate travel insurance to cover such eventualities.**

[In the unlikely event that the performance of our contractual obligations are prevented or affected due to Force Majeure after departure, we regret we will be unable to make any refunds (unless we obtain any from our suppliers)].

Thank you for your support and cooperation at this difficult time.

**I hope this answers your queries, if you require any further information, please do not hesitate to contact IOW Tours – our Emergency Number is available 24 hours a day and can be reach by dialling us on our usual number 01983 405116.**