

COVID-19 (Coronavirus) - update 2nd March 2020

Tangney Tours is fully bonded with the following:

ABTA – The Association of British Travel Agents – Licence number: Y5280

ATOL – Air Travel Organisers Licence – Licence number: 1220

We are also members of:

AITO – Association of Independent Tour Operators

Since the Coronavirus was first detected some months ago in China, Tangney Tours staff have been monitoring the situation closely.

We have been carefully checking the advice given by the Foreign and Commonwealth Office (FCO), Public Health bodies UK wide (NaTHNaC) and ABTA.

At all times, Tangney Tours takes its advice and guidance from the UK Foreign and Commonwealth Office – the FCO.

www.fco.gov.uk – Telephone: 020 7008 1500

At present, we have no plans to change any of our pilgrimages.

ABTA says: "The Foreign and Commonwealth Office advice is in relation to imminent departures and it is too early to say that your holiday cannot go ahead as planned. Therefore, customers with future departure dates will be required to wait to find out whether the advice changes and their holiday can continue as planned."

If the Foreign Office does not advise against travelling to your destination but **you** decide not to go, you **will not** be entitled to a refund or compensation.

Industry bodies, such as ABTA, advise all holiday makers to obtain Travel insurance.

This advice will be reviewed regularly following guidance from the appropriate agencies.

**The information provided in this document is based on travel insurance
that is sold by Tangney Tours**

Potential scenarios In the event of:

FCO advising against travel to an area in which we have a pilgrimage / tour taking place

Tangney Tours is obligated to offer an alternative tour, a reschedule or refund.

If a passenger accepts cancellation, they are fully protected under UK law and will be refunded the monies paid by them. The travel insurance premium may not necessarily be refunded as the policy has been effective (started) from the date of purchase.

Should a person choose to cancel – disinclination to travel

If the Foreign Office is **not** advising against travel to the destination in question, but our client decides not to go, they will not be entitled to a refund or compensation.

Should a person become ill before they travel

In the event of a customer becoming ill before travel and being certified by a medical practitioner or doctor as unfit to travel, they are insured as normal.

It is essential to purchase travel insurance at the time of booking.

Should a person become ill whilst abroad

In the event of a customer contracting any illness whilst on holiday, they are covered for medical expenses as per the policy. On the Tangney Tours policy, this includes delayed repatriation.

Should a person who is not ill whilst abroad but is placed in quarantine

Depending on the circumstances, Tangney Tours will deal with the relevant authorities to ensure that the situation is managed as suitably as possible. Key to our response will be maintaining lines of communication between those in quarantine and their relatives/friends back home.

The Tangney Tours travel insurance policy covers expenses such as hotel and repatriation for this eventuality.