

Covid-19 clause for Booking Conditions
Covid-19: Limitation of liability for Conference Plus Ltd.

We want to ensure that we all acknowledge the ongoing COVID-19 global crisis and accept our obligations to comply with any official guidance from governments or local authorities, both in the UK and whilst on Holiday/Conference.

Guidance on refunds for lockdown, FCDO (Foreign, Commonwealth & Development Office) advice, entry restrictions and quarantine

Whether or not refunds are due from travel companies depends on a number of factors.

If the FCDO is advising against travel at the time of departure, customers with a package Holiday/Conference through us (including flights & hotel) are entitled to a full refund. If we cannot change the dates or you prefer not to travel with us on different dates then the following will apply:

- If our destination has banned arrivals from the UK, then the Conference/Holiday can't go ahead. We, The Tour Operator will be prevented from providing the travel arrangements due to unavoidable and extraordinary circumstances, and we shall provide a full refund to you the client (no additional compensation is due).

If the FCDO is not advising against travel, for package holidays, the scenarios where full refunds are due from us, under the Package Travel Regulations (PTRs) are, broadly speaking, only where Conference Plus is prevented from performing the package due to:

- unavoidable and extraordinary circumstances at the destination significantly affecting the package trip
- significant change to the package we have offered (These are generally considered to be significant flight time changes of 12 hours or more, changes of accommodation to a different resort or a lower quality as noted on our Big Print Ref: No 7 Terms and Conditions)

If the above do not apply, but you personally are subject to lockdown rules or guidance meaning that you can't leave your area and travel, even though we can provide the Conference/Holiday, then you would be subject to our normal terms and conditions for cancellation charges. Please check your own travel insurance policy to ensure cover is provided

Please note that we will have no liability for any refunds, compensation, costs, expenses or other losses of any kind incurred by you (including, where applicable, the cost of medical treatment), in the following circumstances:

1. *If you, or anyone in your booking party, test positive for Covid-19 and have to quarantine for a period of time, or are notified or otherwise become aware that you have, or suspect you may have, come into close contact with someone who has tested positive for Covid-19 (or where they otherwise suspect they may have Covid-19) and have to self-isolate for a period of time. If this happens within 14 days of your departure date, you must contact us as you may no longer be able to travel. We will offer you the following options where possible and subject to availability:*
 - A. *Postponing your holiday to a later date (not applicable for pre-booked Medical Conferences). We will notify you of any impact on the price the postponement may have (please note that you may have to pay full cancellation charges on some elements of your holiday, such as the flight, as well as any increase in cost imposed by other suppliers); For Medical Conferences this would not be feasible and full cancellation charges will be incurred*
 - B. *If not everyone on the booking is affected, you will have the right to transfer your place on the Holiday/Conference to another person nominated by you, subject to the hotels and airlines being prepared to accept the name changes (this will be decided on an individual basis dependent on airline and hotel policy)*
 - C. *Cancelling your holiday, in which case we will impose our standard cancellation charges as of the date of cancellation by you. You may be able to claim these costs back from your travel insurance. If this happens whilst you are on your Holiday/Conference, please notify us without delay and we will provide such reasonable assistance as we can in the circumstances. However, we will not be*

responsible for covering the cost of any curtailment of your holiday, missed transport arrangements, additional accommodation required, or other associated costs incurred by you.

- 2. You fail any tests, checks or other measures imposed by a supplier, airline, port or airport, border control authority or other government body or local authority or fail to submit for testing or assessment when requested to do so, and as such you are denied entry to board the flight, entry to the destination, access to the services or you are otherwise unable to proceed with the holiday, or that portion of the holiday.*

You also acknowledge that the suppliers providing your holiday, including airlines, hotels and excursion providers, will need to comply with national and/or local guidance and requirements relating to Covid-19, and have implemented certain measures as a result. This will likely include specific requirements regarding personal protective equipment, such as use of face-masks by staff (and you may be required to wear a face-mask as well), social distancing, maximum number restrictions on the use of certain facilities, designated alternative entrance and exit routes, mandatory hand sanitisation, limited entertainment options and limited food/drink availability. We do not expect these measures to have a significant impact on your enjoyment of the Holiday/Conference and all measures will be taken with the purpose of securing your safety and those around you.

Quarantine in the UK

Please note – should you be asked to stay at home for a period of time after returning from a trip abroad this does not affect the holiday itself, which can go ahead as planned. Therefore, no right to a refund arises. If you decide not to travel, cancellation charges will apply, and you should speak to your own travel insurer to see if any claim can be made.

Please note that there are a number of travel insurance companies who are including Covid 19 cover. These include Saga, The Post Office Travel Insurance, American Express (do check their policy as different cards have different policies) as well as many others. We do ask that you have travel insurance before attending one of our meetings.