

OUTGOING

Coronavirus (COVID-19) Outgoing Ltd Travel Information

Considering the current uncertainty around the outbreak of COVID-19, we wanted to get in touch and update our passengers on the current situation and possible outcomes.

What is the current situation?

As of 17th March 2020 – As countries respond to the COVID-19 pandemic, including travel and border restrictions, **the FCO advises British nationals against all but essential international travel for the next 30 days**. This advice has taken effect immediately.

Any country or area may restrict travel without notice. This change in travel advice reflects the pace at which other countries are either closing their borders or implementing restrictive measures in response to the global coronavirus pandemic.

What we are doing...

We are receiving daily updates from both Public Health England and the Foreign & Commonwealth Office. We are also liaising daily with our suppliers, partners and the local authorities in your chosen travel destination for updates on the current situation locally. We are also in communication with your relevant group leader/students' union/university regarding the ongoing situation and we are taking on board all information.

How will you hear about any updates?

If anything changes regarding any of our City Break's and their travel arrangements, we will notify all passengers through the official Outgoing channels. You will receive email communications with all relevant information, please be aware that these emails may be in your junk/spam folder.

Will you get your money back if you cancel?

If a passenger wishes to cancel whilst the City Break is still scheduled to go ahead then the standard cancellation rates will apply, as outlined in the terms and conditions agreed to at the time of booking.

Will you get a refund if the City Break is cancelled?

In the unfortunate circumstance that your City Break must be cancelled, customers will receive a refund or options for alternative trips in line with the Package Travel Regulations Act 2018. Further information will be provided on the process for this within 7 working days of receiving the initial cancellation notification.

The decision as to whether any of our City Breaks go ahead will always be made with customer and staff safety as our main priority.

Outgoing Ltd