

**Please read through the following important information ahead of making a booking.**

## **European Connoisseurs Travel COVID-19 Additional Terms & Information**

The following Terms and additional information are supplementary to and do not replace (unless where stated) the European Connoisseurs Travel (ECT) [Booking Conditions](#). Where you make a booking with us, these Terms and the main ECT Booking Conditions form the basis of your contract with ECT, a company registered in England and Wales with company number: 4124896 and registered office address at Lome House, 76 Lorne Road, Bath, BA2 3BZ.

### **1. Insurance**

It is condition of your booking that you have adequate travel insurance and details of the policy must be provided by you (your insurer, policy number and emergency telephone number) when completing a booking form. ECT retain the right to cancel a booking where there is failure to provide such details. Your insurance policy must include provisions relating to the Coronavirus disease pandemic (COVID-19), covering you for the following situations:

- a) Where you have been diagnosed with COVID-19 before departure and are no longer able to travel;
- b) Where you have been in contact with someone that has been diagnosed with COVID-19 and need to self-isolate;
- c) Where you have been contacted by NHS Test and Trace and you are required to self-isolate;
- d) You have been diagnosed during your tour or have otherwise been in contact with someone who has been diagnosed and you are now required to self-isolate. Your insurance policy should cover you for repatriation where necessary, emergency medical expenses abroad and additional costs of accommodation and/or transport if you need to self-isolate whilst abroad;
- e) You live in a place that has imposed lockdown restrictions and you can no longer travel.

### **2. Awareness and Measures**

In response to COVID-19, each country has implemented their own Health and Safety measures and precautions in an attempt to combat the spread of the disease. It is expected that specific regions and resorts have also introduced their own health and safety measures in line with government advice, depending on their capacity and ability to take certain precautions. It is your responsibility to check and make yourself aware of the measures that are currently in place at the destination you are travelling to, as well as the region you are staying in and the accommodation you have booked. Measures and precautions may also vary for each event, tours, excursions and activities you have booked as part of your package.

It may be the case in some countries that certain measures are mandatory and it is therefore essential that you and your party comply with and respect and all local health and safety measures throughout the duration of your stay as you could face penalties for failing to do so. Such measures may include, but are not limited to, social distancing, the use of face masks in public places and the use of gloves in supermarkets and other indoor places.

Where possible, we will make you aware in advance of any mandatory or advised measures that are in place at your travel destination and/or in place at any of the travel arrangements that are included in your booking but it is your responsibility to check the measures and precautions that are being implemented at your travel destination. For further information please visit <https://travelaware.campaign.gov.uk/> following the relevant links and search for the country you are planning on travelling to.

### **3. Before You Travel**

Should you develop symptoms of COVID-19 in the 14 days preceding your departure date, you should not travel as you may be subject to temperature checks or visual health assessments either at your departure airport, arrival airport and/or upon arrival to your accommodation or activities included within your contract with us. It may be the case that the country you are planning on visiting requires a COVID-negative PCR either pre-arrival or upon arrival. If you fail any of these checks and/or fail to present a COVID-negative PCR test and are denied entry then you will be responsible for any costs you have incurred and we regret we cannot refund you for any part of your travel arrangements not used as you should have insurance in place to cover you for this.

Please inform us as soon as possible if you are experiencing symptoms and wish to cancel your booking with us, please note that you will be subject to our standard cancellation charges found in Clause 5 of our Booking Conditions.

### **4. Entry Requirements and Requirements of Suppliers**

Where possible, we will make you aware in advance of any mandatory measures that are being implemented by your airline and/or the country you are travelling to and any entry requirements you should be aware of when you arrive at your destination or prior to your departure. However, it is your responsibility to make yourself aware of the above and you should be regularly checking for the most up to date information up until the point of your departure.

As a result of COVID-19 you may be required to complete and present additional travel documentation before you travel such as:

- a) The destinations in which you have travelled through/visited in the 14 days preceding your departure date;
- b) If you have been in contact with anyone with COVID-19 in the 14 days preceding your departure date; and
- c) If you are showing any symptoms of COVID-19.

It is your responsibility to check the entry requirements for the country(ies) you are travelling to as many countries have introduced new entry requirements as a result of COVID-19. Some countries require you to undergo a temperature check as well as a visual health check and you may also be required to 'self-isolate' for the first 14 days. Additionally, some countries may require you to provide a pre-arrival COVID-negative PCR test or undertake a COVID-19 test upon arrival. You may face penalties if you refuse to follow the entry requirements mentioned above, or any other such entry requirement that has been introduced.

If you fail to complete the above travel documentation 48 hours before you travel (or in the time period specified by the relevant destination), you may be denied boarding or otherwise unable to enter the country and we do not accept responsibility if you cannot travel, or incur any other loss because you have not complied with these requirements.

Where possible, we will make you aware in advance of any entry requirements relating to the destination(s) you are travelling to but it is your responsibility to check the measures and precautions that are being implemented at your travel destination. For further information please visit <https://travelaware.campaign.gov.uk/> following the relevant links and search for the country(ies) you are planning on travelling to.

You may also be required to provide your contact details, as well as details of where you will be staying for Test and Trace purposes which will be collected in accordance with the relevant supplier's Privacy Policy.

## **5. Alteration of Tour**

Due to the different measures and restrictions in place at certain destinations, there is a possibility that the events, tours, excursions and/or activities that were included as part of your tour can no longer go ahead as planned and may be unavailable due to advice and/or regulations passed by the local government. This can happen last minute with very little notice. Therefore we may need to amend the itinerary and will, if possible, offer alternative arrangements for you at no extra charge and where those alternative arrangements are of a lower standard, offer you a price reduction.

## **6. Monitoring our Suppliers**

We have undertaken assessments of the travel arrangements that are included in your tour to ensure all our suppliers are complying with the local and applicable government advice and guidelines to control and restrict the chances of infection, e.g. social distancing and hygiene measures. We hold our suppliers to a high standard and will only work with suppliers/offer you travel arrangements that meet this standard.

Please rest assured that we will regularly review and update such assessments to ensure continued compliance with the applicable advice and guidelines.

27/08/2020