



Department  
for Transport

# Passenger COVID-19 Charter

## Summary

This summary should be read in conjunction with the full [Passenger COVID-19 Charter](#)



## 1 Cancellations and changes

Travelling during the COVID-19 pandemic will be different, and everyone should try to be as flexible as possible.

You may not be entitled to a refund, but you should contact your travel provider to discuss options for amending your travel dates or destination as soon as possible, in the event that:

- the restrictions in the countries you are travelling to change
- the rating under the Government's traffic light category changes for the country you are travelling to
- any other COVID-19 restriction changes affect your travel plans.

### Your rights and reasonable expectations

- If your flight, ferry, cruise, Eurostar or package holiday has been cancelled you have a the legal right to a full refund.
- You may be offered a change to your booking or a voucher, but this will not affect your right to a refund.

### Your responsibilities

- When booking always check the terms and conditions of your booking to understand the impact if your plans change.
- Make sure you have suitable travel insurance.
- You should advise your travel provider as soon as possible of any changes.
- If your trip is ATOL protected take a copy of your ATOL certificate with you when you travel.



## 2 Your COVID-19 safety

### Your rights and reasonable expectations

- Your UK travel provider should follow all appropriate COVID-19 safety and hygiene measures.
- Travel providers should share their COVID-19 standards and policy on keeping consumers safe.

### Your responsibilities

- You must follow all COVID-19 safety rules and restrictions in the UK and abroad.
- You must be prepared to have the right certifications, vaccines or exemptions for your destination.





## 3 Your accessibility needs

### Your rights and reasonable expectations

- Assistance should always be available according to your needs where appropriate.
- COVID-19 may mean that assistance services will require additional adjustments.
- Airports, ports and rail terminals should give clear information about the processes for assistance with travel.

### Your responsibilities

- You should tell your travel provider as soon as possible about any assistance or accessibility needs you have.
- You must have the right documentation for any exemptions to restrictions in the UK or abroad.



## 4 Keeping you informed

- Your provider should make a reasonable effort to inform you where restrictions or changes will affect your plans.

### Your responsibilities

- You should check travel advice guidance when booking, and regularly ahead of your trip. This should include knowing what to do if you become ill while abroad.
- You must not only rely on your travel provider to provide this information, as you are responsible for following the rules.



## 5 Protecting your personal data

Travel certification, either digital or paper, is likely to contain personal information that will be used by the UK Border staff, carriers and potentially foreign border personnel depending on the entry and travel requirements of your destination.

### Your rights and reasonable expectations

- Any personal and health information must only be shared or processed in line with specified purposes.
- Information that must be shared as part of your travel, including with foreign governments, should be done so in line with data protection legislation.

### Your responsibilities

- You must ensure you provide correct and up to date information to your travel provider.
- You should read and understand the privacy policy of organisations before providing your personal information to them.

