

Important Information & Coronavirus Policy 2022

We have been assisting clients with bookings affected by Covid-19 travel since March 2020 and we are committed to making sure that your money is protected and that your booking is managed correctly. We continue to monitor the situation closely and should we anticipate any problems with travel we will be in touch to discuss the options available.

The following information supplements our booking conditions and forms part of our contract with you:-

Covid-19 is a known global pandemic, so by booking with Osprey Holidays you accept the need to be flexible and accepting of changes relating to how your holiday may have to operate to ensure the safety of you and others around you.

This means you accept the services available to you and your overall holiday experience may not be the same when compared to the same holiday pre Covid-19.

Travel Insurance

You should ensure your travel insurance includes cover against any Covid-19 cancellations, issues or incidents which may affect your booking. If you choose to travel without adequate insurance cover, we will not be liable for any of your losses howsoever arising, in respect of which insurance cover would otherwise have been available.

Vaccinations & Testing

It should be noted that Osprey Holidays cannot refund or be held liable where client(s) of any age cannot travel or have to quarantine at their arrival destination or on return to the UK if client(s) have chosen not to have a full course of Covid vaccines or have, for whatever reason, missed vaccine appointments. Or if the client(s)' age means they have not yet been invited for their vaccination or if client(s) have not done everything reasonable to be fully vaccinated. It is also the client(s)' responsibility to provide proof of being fully vaccinated in paper format and/or via the NHS app, as required by the destination country.

If you unfortunately test positive before or during your holiday, we will of course assist you however cancellation costs any additional costs (e.g. quarantining in a hotel) as a result of a positive test of any members of your party will not be the responsibility of Osprey Holidays. These costs are the responsibility of you or your travel insurers.

UK Government Traffic Light System

This system has been abandoned but if there are announcements regarding immediate or future changes in the traffic light level for your destination while you are on holiday (either by the main UK or devolved government or the government at your destination) Osprey Holidays will not be responsible for any costs of early repatriation.

Covid-19 Safety Measures

Safety measures may be in place to protect you and those around you. It will be your responsibility to acquaint yourself with all relevant travel information, including applicable health risks in the context of your itinerary and adhere to any safety measures during your holiday. These may be in place at any time during your holiday, for example at airports, on-board aircraft, at train stations, on trains, in a transfer vehicle, at your hotel, at an attraction or during an excursion.

You may be required to wear a mask, use hand sanitiser, and comply with social distancing or any local measures required.

You may also require proof of a vaccine and/or negative Covid test and be subject to other types of health and temperature screening tests.

You may be required to quarantine on arrival in any destination on your itinerary and/or once you return to the UK.

These are examples and this list is not exhaustive.

Hotel Restaurants & Breakfast

The restaurant service in your hotel may have changed and many hotels will be using menu choices instead of a buffet; we cannot guarantee which at the time of booking. Restaurants at hotels often require tables to be pre-booked instead of a walk-in service, we recommend that you do this as soon as possible to avoid disappointment. Some hotels may be operating a take-away breakfast or delivering breakfast to your room.

Facilities, Attractions & Tours

Access to hotel pools and spa services, if previously featured, may be restricted or unavailable because of Covid-19 and often require prebooking. There may be other unexpected changes to hotel facilities or services because of Covid-19. There may also be changes to tours, excursions and events that may mean they are unable to operate or will operate in a way that complies with local or national Covid-19 requirements. A change or cancellation of a specific tour or event, or a closure of a service that does not constitute a significant change to your holiday does not qualify for a full holiday refund.

Holiday Documents

Please check all your documents carefully and let us know if any changes need to be made. Your first and surnames on your documents must be exactly the same as your passport. Please have photographic ID with you for hotel check-in, even in the UK.

Passports British Citizens need a valid passport; it is recommended to have a minimum of six months validity from the date of arrival at your destination. Please check gov.uk.

Visas & Forms

It is your responsibility before you travel to ensure you have the correct visa and Passenger Locator Form if necessary for the destination you are visiting and for returning to the UK. We are not responsible for any issues which arise from not obtaining the correct visas, not providing the appropriate forms or accurate information.

APIS (Passport Information)

All airlines and some trains, ferry operators and Eurotunnel require this information prior to departure, therefore please fill out our online APIS form as soon as possible which can be found here:

www.ospreyholidays.com/apis

Airport Check-in

Check-in times vary, as a rough guide: International Flights: check-in at least 3 hours before departure. European and Domestic Flights: check-in at least 2 hours before departure.

Car Hire

If your holiday includes car hire then you must carry both parts of your driving licence and a valid credit card in the renter's name. If the driver does not have a licence or credit card then you will not be allowed the car. Please visit gov.uk before you travel to check if any forms or passes are required.

City Tax

Many destinations now require you to pay a local city tax. This needs to be paid directly to the hotel (often in cash) upon check out.

Special Needs/Assistance

If anyone travelling has special requirements for your transport or hotel then you must let us know in advance and we will do our best to ensure the supplier is able provide these for you. If you do not advise us fully of any

requirements before booking, we may be unable to make the adequate provisions for you. Please be aware that in many cases suppliers are unable to provide guarantees, we can only make a request on your behalf.

Emergency

if you need to contact us please call 0131 243 8098 during our office hours or email book@ospreyholidays.com. In an emergency you can contact us out of hours on 07788711373.

Indemnity

By agreeing to travel and book with Osprey Holidays during the current Covid-19 pandemic you agree and accept there may be changes, restrictions and legal requirements, to the fullest extent permitted by law, Osprey Holidays cannot be held responsible for the following:

- Being unable to travel because of a failed Covid test or not having the correct/required Covid test or vaccine documentation prior to travel or at any point in your itinerary including return travel.
- Any loss or damage suffered including curtailment or cancellation to any aspect of the booking
- Any restrictions put in place by the country's government or local authority where you are traveling to
- Any local lockdown put in place either in your country of origin or in any country you travel to
- Any restrictions in place in your hotel, resort or on any means of transportation
- Any restrictions in place with any tours, excursions, attractions, theatre bookings, concerts or shows

We will do our best to inform you of any changes before you travel. Please do not hesitate to ask if there are any aspects of your holiday you have concerns about and would like us to check in advance.

It is possible that, by the time of your departure, The FCO and/or other Government of Devolved Government Bodies may advise against all but essential travel to your chosen destination and a quarantine period may apply upon your return. If your holiday is still operating despite this advice and it is not significantly affected by Covid-19, the cancellation charges set out in our booking conditions shall continue to apply.