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# Coronavirus Guidance

As the coronavirus situation is constantly evolving, we're updating our guidance to let you know how we'll handle refunds based on questions you've been asking. All the information below is based on our core terms & conditions and does not change them in any way.

## Illness

If you are displaying symptoms of coronavirus, the current advice is to be tested as soon as possible (excluding areas where COVID-19 requirements have been relaxed). Following a test, the below conditions apply based on your results:

### Positive Test

If you test positive for COVID-19 in an area where self-isolation is a Government Requirement, we will need an official result which includes your name, the test date, and your self-isolation period which covers the event date. Please note, photo's of home test results cannot be accepted as sufficient supporting evidence.

### Negative Test

If you test negative, our normal terms & conditions will apply and a

doctor's note would be required for any illness.

## **High risk Individuals**

If you're in a high-risk group which you were not aware of at the time of booking, we will require a doctor's note (signed and on headed paper) confirming that you're unable to travel.

## **Required Self Isolation**

### **In areas where Self Isolation relating to COVID-19 is a Government Requirement:**

If you or a member of your immediate family test positive for COVID-19 and you're required to self-isolate, we will need a positive result which includes a name, the test date, and the self-isolation period which covers the event date. Unfortunately, we will not offer refunds where self-isolation has been requested by the government's Track & Trace system or if you need to self-isolate for any other reason.

We unfortunately cannot issue refunds where you choose not to attend an event because you are concerned about catching coronavirus or where the event is cancelled.

## **Redundancy**

If you're made redundant and was unaware of this at the time of booking, we will need you to provide confirmation of your redundancy from your employer. Furlough is not considered as notice of redundancy, meaning you can safely make a booking and remain protected if you are furloughed.

## **Vaccinations**

If you have had your vaccinations or boosters and as a result are unwell, we

will need you to evidence this with a doctor's note, Unfortunately, if you cannot enter an event and/or a country due to not meeting the entry requirements on vaccinations, we're unable to issue a refund.

## **Travel Bans**

Our terms & conditions exclude Government or Government agency travel bans as follows: *"you are prevented from travelling to a booked event due to an outbreak of a contagious disease and the Government or any agency acting on behalf of the Government has imposed a ban on travel."* Therefore if an event is due to happen whilst a ban on travel is in place then we're not able to issue a refund, irrespective of your reason for claiming.

### **A travel ban may include:**

National Lockdown

Local Lockdown

Border Closure

## **Social Distancing**

If you are unable to attend a booked event due to the government imposing additional social distancing measures and banning larger groups from meeting socially indoors or outdoors, we are unable to issue a refund.

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All protection offered above is given subject to the event going ahead as planned.

We unfortunately cannot pay refunds where an event does not go ahead as planned.

**For any further questions please email us  
at [info@bookingprotect.com](mailto:info@bookingprotect.com)**

**(mailto:info@bookingprotect.com)**



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