

# IONIAN & AEGEAN ISLAND HOLIDAYS



## **Book Your 2021 Holiday with Confidence**

### **COVID-19 Update – 7-Dec-2020**

At Ionian & Aegean Island Holidays, we understand how important your holiday is to you. We want to ensure that when booking your 2021 holiday you feel safe and confident. Whilst we remain pragmatic, we are also increasingly confident that travel in 2021 will be considerably brighter. With news of the vaccine having gained approval by UK regulators and with the vaccine immunisation program now underway, this is very positive news for future travel. In addition, the proposed new rapid testing regimes to reduce or eliminate the need for quarantine is also a very encouraging development. Furthermore, our enhanced safety measures, now tried and tested, have proven to offer the highest levels of protection and reassurance. We are therefore starting to look forward to 2021 with considerable positivity.

The uncertainties presented by the pandemic means that it has never been more important to use a travel company that you can rely and have total confidence in.

Ionian & Aegean Island Holidays are committed to providing a personal service, offering you maximum flexibility and the reassurance that your money is protected.

Rest assured that you will never lose your money should your travel be restricted. Our ATOL protection and ABTA bonding ensure your money is 100% safe, so you can book with total confidence.

## OUR IONIAN PROMISE



### **PROTECTING YOU IS OUR PRIORITY**

We have introduced extra measures to protect you, as well as ourselves, against COVID-19 – from disinfecting the aircraft cabin to ensuring all our accommodation is deep-cleaned before they reopen and prior to every new arrival.



### **24-HOUR SUPPORT**

You'll be supported in resort by our experienced and fully trained Overseas Team available 24hours a day, 7days a week. Our entire team have well drilled and kept up to date with the latest guidance advice to keep you safe during your stay and all interactions with them appropriately safe.



### **BOARD WITH CONFIDENCE**

Before you board, all aircraft will have been deep cleaned from nose to tail. All the planes we use are fitted with state-of-the-art filters and ventilation systems, which carefully control the air quality and flow fresh clean air through the cabin every few minutes.



### **CLEAN & SAFE AT ALL TIMES**

As you'd expect from the award-winning Ionian Island Holidays, when you arrive at your destination, everything will have been fully checked to ensure your safety and wellbeing. From your resort transfers to your hire car.



### **KEEPING YOU SAFE**

We also have procedures and a detailed plan in place to make sure all our properties meet the highest standards of cleanliness using the latest EU certified cleaning products.

**EVERYTHING WE DO WILL BE IN LINE WITH THE VERY LATEST ADVICE FROM THE GOVERNMENT AND HOLIDAY INDUSTRY EXPERTS**

## QUESTIONS & ANSWERS

We understand that you may have questions about your 2021 holiday with us:

### Q. Can I Change or cancel my holiday?

**A.** Our flexible booking guarantee means you can change your package holiday to another 2021 date or destination right up until your balance is due. We will not charge an amendment fee and will only pass on any increase (or decrease) in your holiday cost that result from your changes. Whilst this will apply to most of our package holidays please note, some airline tickets are non-changeable and/or non-refundable except in the event of a travel restriction or cancellation by the airline operator.

Under the following circumstances, you are entitled to change or cancel your holiday:

- The UK FCDO advise against all non-essential travel to your destination
- Borders to your destination are closed
- You are required to quarantine on arrival at your destination
- You are required to quarantine for 14 days on your return to the UK.

In the event of a travel restriction affecting your holiday, our expert team will contact you personally to discuss your options. We will always do our best to help you switch destinations or dates and ensure you enjoy the holiday you deserve. Alternatively, we can often provide a credit note for future use.

If none of the alternatives are acceptable a refund will also be available.

### Q. Is Greece a Safe Destination to go on holiday?

**A.** Greece has also embarked on a vaccine immunization program which should result in most of the population having been vaccinated by the spring of 2021. This is expected to result in a significant drop in the number of cases.

In addition, since the opening of air bridges, Greece was one of the few countries to have successfully operated holidays for the whole of the summer season. The experience gained from welcoming millions of visitors during 2020 was invaluable. Greece's enhanced safety measures, now tried, tested, have proven to offer the highest levels of protection and reassurance. This experience has inevitably placed Greece in a very favorable position for being the best choice for your 2021 holiday.

**For more details regarding what to expect and how we are keeping you safe please click [Here](#).**

### Q. I am booked to travel, and my balance is due & I want to cancel my booking ahead of my departure date?

**A.** Provided we can still fulfill all the elements of your holiday, our standard booking conditions and cancellation terms will apply. If at this point the holiday is operating and you chose not to travel, you will need to cancel your holiday in writing. Depending on when you cancel you will forgo your deposit & incur cancellation charges based on our [booking conditions](#) .

If you have specific reasons for not wishing to travel when there are no FCDO restrictions in place, we ask you to contact your travel insurers for information about cover.

**Q. I am worried about travelling because a member of our party has a pre-existing medical condition and is vulnerable. What should I do?**

**A.** We recommend in the first instance you speak to your GP for advice. We then recommend that you speak to your travel insurance provider. If you cancel a holiday that we can operate, unfortunately we cannot refund your deposit and you will need to make a claim with your insurer.

**Q. What happens if the airline has cancelled the flight that is on my original booking confirmation?**

**A.** If the airline has cancelled the original flight that is on your booking, it is our responsibility to source an alternative flight option for you, where possible. This could mean a change in the airline operating the route. The cost of the alternative flight will not be passed to you. If we are able to source an alternative carrier on the same flight date departing from the same or a nearby airport and the flight departure time is less than 12 hours from your original booking, this is not regarded as a significant change. In these circumstances, your booking is still valid.

Additionally, if the destination airport has been changed and the transfer time to your holiday destination is not more than 2 hours longer than your original booking's transfer time this is not regarded as a significant change. For example, if Paxos is your destination and Preveza airport is substituted for Corfu airport, or if Pelion is your destination and Volos airport is substituted for Skiathos airport, this is not regarded as significant change. In this event, we will of course be responsible for arranging your onward transfers and ensure that these operate as smoothly as possible.

A significant change occurs when

- We cannot source a replacement flight
- A change of outward departure time or overall length of arrangements by more than 12 hours.
- A change of UK departure airport except between: 1) The London airports: Gatwick, Heathrow, Luton, Stansted and London City ; 2) The South Coast airport: Southampton, Bournemouth and Exeter; 3) The South Western airports: Cardiff and Bristol; 4) The Midlands airports: Birmingham, East Midlands and Doncaster Sheffield; 5) The Northern airports: Liverpool, Manchester and Leeds Bradford; 6) The North Eastern airports: Newcastle and Teesside; 7) The Scottish airports: Edinburgh and Glasgow.

If there has been a significant change, we will contact all affected customers about their options, including how to amend bookings to a later date or an alternative destination. We will be in touch as soon as we can. Please do bear with us and thank you in advance for your loyalty, understanding and patience.

If there has been a significant change your rights are as follows -:

- Accept the alteration.
- Choose to take an alternative holiday with us (if it is more expensive you must pay the difference, but if it is cheaper, we will make an appropriate refund), or
- (in the case of a major alteration - see below) Cancel the holiday and receive a full refund of the monies paid.
- A change of outward departure time or overall length of arrangements by more than 12 hours

### **Q. What Do I need to be insured against COVID-19?**

**A.** It is essential you have the correct travel insurance to cover you both for any Covid-19 related issues as well as providing you with cover for any other medical conditions.

**Please note, from 1 January 2021 EHIC cards will no longer be valid.**

Most insurers now provide cover for Covid-19. Please ensure that you choose the correct policy and your insurance also includes cover for Covid-19 cancellation claims.

Whilst we do not sell or recommend specific travel insurance policies ourselves, several insurers, including Cover for You, Stay Sure, AXA and Trail finders, are now offering policies that specifically cover Covid-19.

**The above information is correct as at 7 Dec 2020. We reserve the right to change our policies in the event of new information or travel restrictions.**