



**IONIAN & AEGEAN**  
ISLAND HOLIDAYS

Stay Safe & Have Fun in Greece!



## **Our Ionian Promise Book Your Holiday with Confidence.**

**(COVID-19) update – 16-Jul-2021**

Following the recent government announcement, we are experiencing an extremely high volume of calls especially with people wanting to confirm their travel arrangements. We apologise if you are having trouble getting through to us, please be patient and rest assured that we will get back to you as soon as possible.

We are delighted to advise that as the FCDO advice has been updated and the FCDO no longer advises against all but essential travel to the whole of Greece, including all the Greek Islands, based on the current assessment of COVID-19 risks.

See UK Govt Foreign Travel Advice for Greece. [here](#)

Additionally: Quarantine-free travel is to resume on 19 July for fully vaccinated passengers returning from amber list countries.

The uncertainties presented by the pandemic means that it has never been more important to use a travel company that you can rely on 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.

## Latest Update

- From 19 July, passengers returning to the UK from Amber countries who have been fully vaccinated with an NHS administered vaccine in the UK (plus 14 days) or are on a formally approved UK vaccine clinical trial, returning to England from amber list countries will no longer need to quarantine. Passengers will need to provide proof of their vaccination status to carriers in advance of travel.
- Pre-departure testing and day 2 testing measures to remain.
- Children under the age of 18 to be exempt from quarantine on returning to England from amber countries.
- The recommendation for people to not travel to amber countries will have been removed from 19 July.
- Passengers over the age of 18 who have not been fully vaccinated will still be allowed to travel but will be required to self-isolate at home on their return and do a Day 2 & Day 8 test. The option of test to release early on day 5 will still be an option.

**For specific details of what is required under the under new arrangements please read the following sections please see: “ Current Requirements & What We are Doing to Keep You Safe” [here](#).**

### **Q1. Can I travel whilst Greece is Amber?**

**A. FCDO TRAVEL ADVICE: The FCDO advice has been updated and the FCDO no longer advises against all but essential travel to the whole of Greece, including all the Greek Islands, based on the current assessment of COVID-19 risks. See UK Govt Foreign Travel Advice for Greece. [here](#) Additionally: Quarantine-free travel is to resume on 19 July for fully vaccinated passengers returning from amber list countries.**

Passengers over the age of 18 who have not been fully vaccinated will still be allowed to travel but will be required to self-isolate at home on their return and do a Day 2 & Day 8 test. The option of test to release early on day 5 will still be an option.

On this basis of the recent Government announcement and given the resumption of flights to most Greek Destinations we will be operating our holidays as normal.

It is essential you have the correct travel insurance. Please check that your insurance is valid. You should check that your policy covers you for medical expenses, subsistence, and repatriation if you or a member of your party contact COVID-19 during your holiday or prior to departure. You will need to contact your insurance to check if you are covered. Some insurances are allowing customers extensions on their policies to cover specifically for COVID-19. Several travel insurers including Stay sure, Battle face and Avanti are providing cover for Covid 19. Irrespective of your insurance, the Greek government has confirmed that hospitalization is free for all UK citizens.

In the rare event that you would be required to quarantine after your intended return Ionian & Aegean Island Holidays will do everything possible to provide you with accommodation in one of our properties for the period you are required to isolate, this will be subject to availability. Your travel insurance will also cover any additional costs if this were to happen. If this is not possible to accommodate you in one of our properties, the Greek Government have designated hotels on each island where you can isolate free of charge. Ionian & Aegean Island Holidays will also assist in altering your return tickets where possible from our existing flight commitments. If there are any additional costs these should also be covered by your travel insurance.

## **Q2. Is Greece a Safe Destination to go on holiday?**

**A.** Greece has also embarked on a vaccine immunization program which should result in over most of the population having been vaccinated by the end of June 2021. In fact, many islands have already been fully vaccinated and all those working in the tourist sector including restaurant staff have been prioritized to receive a vaccination regardless of age. This is expected to result in a significant drop in the number of cases and we are confident that Greece will be put on the Green List by the next review date.

In addition, Greece was one of the only European countries to have successfully operated holidays for the whole season during the summer of 2020. 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](#).**

## **Q3. Do I have to travel if the country is Amber and what Flexibility is there?**

**A.** As the FCDO is now not advising against all but essential travel to Greece and our holidays have resumed operating provided we can still fulfil 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.

Up to the point where the FCDO were advising against all but essential travel we have been extremely flexible in terms of rescheduling holidays providing refunds and extending balance due payments. The last year has been extremely difficult for our industry with exceptionally high operating cost with no income and no government support.

As we operate a committed flight and accommodation program and given that these services will be operating the deposits and payments, we have paid to these suppliers relating to your bookings are non-refundable and we cannot continue absorbing these costs.

If you do decide you still want to cancel, please note that even though the deposit paid is usually less than the actual flight cost we will limit the cancellation charge to the deposit paid, except for where we have purchased additional ad hoc flights specifically for your booking that are not part of our normal flight program. In this case we would have already collected a higher deposit to cover the cost of these specific flights. Please note that these costs may not necessarily be refundable or amendable as not all airlines allow for such changes, and this can only be reviewed and considered on a case-by-case basis.

For bookings made prior to the 9<sup>th</sup> of July we extended the balance due date from our standard terms to give you more time in paying final balances, until travel was allowed to resume.

The revised balance due dates apply only to bookings made on or before July 9<sup>th</sup>.

Revised Balance Due Dates for bookings made before 9 <sup>th</sup> July 21
• For departures between 15th July to 22nd July- Balance Due = 8 days
• For Departures between 23rd July to 5 <sup>th</sup> Aug – Balance Due = 14 days
• For Departures between 6th Aug to 12 <sup>th</sup> Aug – Balance Due =21 days
• For Departures between 13 <sup>th</sup> Aug to 19 <sup>th</sup> Aug – Balance Due = 28 days
• For Departures between 20 <sup>th</sup> Aug to 3 <sup>rd</sup> Sep -Balance due =35 days
• For Departures between 4th Sep to 11th Sep -Balance due =42 days
• For Departures between 12th Sep to 31 <sup>st</sup> Oct -Balance due 56 days

If you cancel after the balance due date you will incur the following cancellation fees only applies to bookings made before 9<sup>th</sup> July 21.

21 days before departure 50 % of holiday cost  
20- 14 days before departure 70 % of holiday cost  
13-8 days before departure 80 % of holiday cost  
Less than 8 days before departure 100% of holiday cost

**Exceptions:** If you decide you want to cancel, we will only make the following exception: This only applies when vaccination is not available to your age group.

Only in these circumstances we will allow you to:

Either change your holiday for another date this year or book the same holiday (subject to availability) for 2022. If you chose to change to next year this will be based on 2021 published rates and include a further 5% early booking discount & loyalty discount where applicable. If you chose to continue travelling but on a different date or destination, Ionian & Aegean Island Holidays will do everything possible to help provide you with all the new options. However, if the total of your new holiday is more, then you will have to pay the difference, which will need to be paid when the balance becomes due. If the cost of the new holiday is less than the amount you have paid then we will refund the difference. A £50 admin fee per person will apply to all changed holidays.

Or receive a Non-Refundable Voucher for the deposit that paid less £50 admin fee per person that you may use against any future holiday with Ionian & Aegean Island Holidays for 2021 ,2022 and 2023 when booked before 30 September 2022.Unfortunately, we cannot issue any refunds.

ABTA's guidance regarding customers with a medical condition, is that the Government advice against travel relates to the capacity of the individual to travel, not to the deliverability of the arrangements, and therefore does not give rise to a right to refund.

#### **Q4. I am booked to travel, and my balance is not yet due, but I have changed my mind & now want to cancel my booking?**

**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.

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.

#### **Q5. What are the latest travel recommendations for those over 70 years of age?**

**A.** ABTA's guidance regarding customers over 70 years of age, and/or with a medical condition, is that the Government advice against travel relates to the capacity of the individual to travel, not to the deliverability of the arrangements, and therefore does not give rise to a right to refund.

#### **Q6. When Can I Change or cancel my holiday?**

**A.** At least 14 days before your scheduled departure date in the event of a travel restriction affecting your holiday is in place, 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.

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.
- The destination country is on the Red List, and you are required to quarantine in a Government Hotel for 10 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.

#### **Q7. What happens if my holiday destination requires me to quarantine on arrival in the country?**

**A.** We fully appreciate that it would not be a 'holiday' if all travellers to a destination were required to self-isolate or quarantine on arrival. In this instance we would treat the situation as if it were a change to the advice issued by the Foreign, Commonwealth and Development Office, and the following three options would apply: Deferral, Refund Credit Note or a cash refund.

#### **Q8. What happens if I test positive for the Coronavirus (Covid-19) prior to departure?**

**A** It is important that we all work together to reduce the spread of the virus and protect other travellers and those who live and work in our destinations. If you or a member of your party test positive, or are displaying symptoms, for the Coronavirus (Covid-19) within 14 days of departure, you **MUST** declare this and accept that you are unable to travel on holiday. Members of your party who are not subject to the government's quarantine rules are permitted to travel. You should ensure that your travel insurance covers cancelled for reasons surrounding Covid-19. In this instance your policy authorise a claim of the full monies paid to us.

#### **Q9. What happens if I test positive for the Coronavirus (Covid-19) on arrival or whilst on holiday?**

**A.** Spot Rapid tests are carried out on arrival at all Greek airports. Selection is randomly based on scanning your QR code on arrival. If you are selected for a test this consist of a swab test which only takes a few minutes. If you are tested, and the result is negative, you will continue with your onward transfers and your holiday normally.

In the rare event you test positive you will be given a further PCR test & instructions of what you need to do by local health officials. What happens next depends on individual circumstances & will also depend on your symptoms. If you have a mild reaction and there is adequate room in the accommodation you are staying and can self-isolate, you will be allowed to stay there for the duration of your holiday. If the isolation period exceeds the duration of your initial stay, we will either find suitable accommodation where you can continue your isolation or you can choose to go to one of the Free of Charge hotels that the Greek Government are providing on each island.

Please note that hospitalization In Greece is free for all UK nationals.

Should you contract the Coronavirus (Covid-19) during your holiday, the same procedure would apply. If you are required to stay in the country longer than your scheduled return date to the UK, we would assist in finding suitable accommodation in one of our committed properties subject to availability his any applicable charges must be covered by yourself or your travel insurer. Alternatively, you can choose to go to one of the Free of Charge hotels that the Greek Government are providing on each island. Please note that hospitalization In Greece is free for all UK nationals.

In this instance travellers are required to isolate, and we would work with you, and your travel insurer, to safely return you to the UK at the earliest possible opportunity.

#### **Q10. What happens if my hometown is placed on a localised lockdown by the UK government and I am restricted from travelling?**

**A.** We are committed to offering a flexible approach to holidays post-lockdown, however actions by the UK government, such as localised lockdowns, are beyond our control. If you wish to cancel your holiday due to such an event, our standard cancellation terms and conditions would apply and you would be required to make a claim on your travel insurance. We will, of course, endeavour to defer your holiday at as minimal a fee as we can achieve.

**Q11. What happens if the destination status (Green, Amber or Red) or the FCDO advice changes whilst I am on holiday?**

A. If the destination status changes whilst you are on holiday, we would aim to return you to the UK before the implementation date.

Should the FCDO advice change whilst you are on holiday, we would return you to the UK as planned, unless an airlift is necessitated by the government.

**Q12. 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 can 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 Southwestern 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.

### Q13. What Do I need to be insured against COVID-19?

**A.** It is essential you have the correct travel insurance. Please check that your insurance is valid. You should check that your policy covers you for medical expenses, subsistence, and repatriation if you or a member of your party contract COVID-19 during your holiday. You will need to contact your insurance to check if you are covered.

Some insurances are allowing customers extensions on their policies to cover specifically for COVID-19.

Several travel insurers including Stay sure, Battle face and Avanti are now allowing travellers to purchase an add on their policy for as little as £5 to cover travel to all European countries.

Irrespectively, the Greek government has confirmed that hospitalization is free for all UK citizens.

### Q14. Are EHIC cards still valid?

**A.** UK-issued European Health Insurance Cards (EHICs) are still valid and offer the same cover as GHICs in the EU. Once your EHIC has expired, you will be able to replace it with a GHIC. You can get a provisional replacement certificate (PRC) if you need treatment abroad and do not have a card. Most people can apply for a GHIC online, but some people need to apply by post. Beware of unofficial websites, which may charge if you apply through them. An EHIC or GHIC is free of charge. Your card will normally arrive within 10 days. You can apply here-:

<https://www.ghic.org.uk/Internet/startApplication.do>

### Q15. Is my UK driving licence valid for Greece?

**A.** Yes. From 1 January, most UK drivers will still be able to use their normal driving licence to drive in EU countries. There are some exceptions and what is called an International Driving Permit (IDP) may be needed. An IDP can be bought at Post Offices for £5.50. The exceptions are people who only have a paper licence, not a photocard one, as well as those with licences issued in Gibraltar, Guernsey, Jersey, or the Isle of Man.

The above information is correct as at 16<sup>th</sup> July 21. We reserve the right to change our policies in light of new information or travel