



Covid-19 Regulations – New Bookings & Existing Bookings

Package Holiday bookings with a deposit only!

For bookings with only a deposit paid, if the customer is unwilling to pay their balance then a **Refund Credit Note (RCN)** for the amount of their deposit can be issued.

1. Only applicable on package bookings where airline tickets have not been issued or monies have not been paid out to our suppliers.
2. Deposit amount will be held against original booking reference.
3. New bookings must be confirmed by 31 December 2020.
4. Refund Credit Note (RCN) will be issued in the name of original lead passenger and reported to ATOL.

Please contact the Sunset Customer Service Team best suited to your customers' requirements.

Accommodation-only bookings up to and including 31 October 2020

Customers will most likely be unable to travel to their chosen destination in this time period, therefore please contact our destination specialists in connection with any accommodation-only bookings to either amend to a new date or if cancelled, then a Refund Credit Note (RCN) will be issued. This Refund Credit Note will be valid for redemption up until 31 March 2021 with travel to be completed by end September 2021, again redeemable via the original booking travel agent protecting your commission.

Refund Credit Notes (RCN)

1. The full amount of the customer's original booking will be attached as a Refund Credit Note to their current booking reference.
2. If part payment has been made, then we will issue a Refund Credit Note to the value of amount paid.
3. All Refund Credit Notes must be redeemed by 30 September 2021.
4. New bookings can depart between 1 October 2020 and 31 October 2021, and is dependent on each airline's policy. However, if these dates are extended for departures beyond 31 October 2021, then Refund Credit Notes validity may be extended.
5. Any new booking may need to include flights with the original airline; however, a new destination or carrier may be permitted, please speak to our reservations team before making any changes to the original booking.

6. Suppliers will not allow name changes, therefore only the passengers on the original booking can be transferred to any new booking.
7. Agent commission will be protected on the original booking; however, no commission will be paid on redemption of the Refund Credit Note.
8. If the new booking is of a higher value than the original, then all additional costs must be paid and any difference in commission will be paid to the agent.
9. New bookings will be subject to our normal 'Terms & Conditions' and refunds may take longer if suppliers are in receipt of monies paid.
10. Refund Credit Note issued will be protected by ABTA for accommodation-only bookings whilst package holidays will be protected under our ATOL No. 2886, and the same as the original booking, so our mutual customers via you our ABTA agents would be reimbursed in the unlikely event of our failure.
11. All amendment fees connected to the original booking invoice will be waived and not deducted from the Refund Credit Note value.

Refunds

Where a booking can't be amended and a Refund Credit Note (RCN) is not suitable for your customer or is not redeemed by 31 March 2021, then a refund will be given. As refund policies differ significantly from supplier to supplier.

Since Covid-19 surfaced in the UK, Sunset has refunded over 95% of holidays booked and paid but if there was any delay/s, then that was purely due to airlines taking time to make refunds.

We will be liaising closely with our suppliers to negotiate hard to minimise any losses and support our mutual customers to the best of our ability. We will of course keep you, our valued Travel Agents up to date with all the necessary information. We would also like to reiterate that all monies are fully protected through our ABTA/ATOL licenses until refunds are received and in line with the Refund Credit Note policy in place.