

SUNSET

FARAWAY HOLIDAYS

6 Bedford Park, Croydon, Surrey, CR0 2AP
Tel 020 8774 7100 Fax 020 8774 9944
Email info@sunset.co.uk
www.sunset.co.uk

Dear Agent,

As previously confirmed by ABTA to its members, cancellation charges as set out in the tour operator's terms and conditions of booking will apply, unless the performance of the holiday cannot take place because the FCO has advised against all but essential travel to that destination.

Given the recent update from the FCO **regarding all but essential Travel for British Citizens abroad for the next 30 days**, which will most likely extend beyond the 30 day mark, our policy will be as follows:

Option1) Currently all airlines and many accommodation suppliers are allowing re-bookings up to 1 year of your current travel date. We would urge you to consider advising your clients to move their travel arrangements in order to benefit from the supplier policy.

Option 2) If your clients does not wish to travel then Sunset Travel Ltd will issue a cancellation invoice for customers' to present to their travel insurance provider to process a refund via a claim. Should the travel insurer decline the claim, customers can return to us with proof of the insurers decline and we will investigate the claim.

Option 3) Provide a Credit Note – the relevance of a Credit Note is that the funds remain linked to the original booking keeping the ABTA/ATOL bonding intact. The Credit Note will have a validity, but the Government have not currently advised ABTA of what will thought to be "reasonable". Should your client not use the Credit note in the permitted time it could be refunded. A refund is ONLY a possible option where we have been able to secure all the funds back from our suppliers. If we are unable to secure a full refund, for example where we have a voucher for future travel issued by an airline, the client ONLY has a rebook option or a Travel Insurance claim. The Credit Note can only be redeemed via the original booking agent.

For further information, please visit ABTA's website address below.

<https://www.abta.com/news/coronavirus-outbreak>

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