

# TRAVEL WITH CONFIDENCE

Undoubtedly travelling to different places and destinations whether that be in the UK, Europe or further afield is unlikely to be the same as it was before COVID-19. Travel companies, tour operators and participants need to embrace this change, but it doesn't mean challenge events can't be safe – they can, they will still deliver the same amount of fun and enjoyment, and just as importantly you will still get a massive sense of personal achievement on completion.

We have been running challenge events for 20 years and in that time, we have seen many things have an impact on our industry and travel in general - from natural disasters, volcanic ash clouds, credit crunches, Brexit and now the COVID-19 pandemic.

We believe in being open and transparent and we hope this information will give you the clarity and the confidence you need to continue exploring our amazing world. What won't change is our commitment to keeping you safe.

## BEFORE YOU TRAVEL



- Flexible booking process that allows you to spread the cost of your initial registration fee over two separate payments.
- Opportunity (subject to payment of a small administration fee) to transfer to another date or challenge up to 56 days before departure.
- Significantly reduced single supplement cost for solo participants who would like single occupancy accommodation throughout their challenge, subject to availability.
- Our fantastic Customer Care team will be on hand in the lead up to your challenge to help with any questions you have prior to departure, in addition to keeping you updated so you feel safe and can travel with confidence.

## FINANCIAL SECURITY



- We hold an Air Travel Organisers Licence (ATOL number 6506) issued by the Civil Aviation Authority. ATOL is a protection scheme for overseas air packages and flights managed by the Civil Aviation Authority (CAA). Many of the flights and flight-inclusive challenges we deliver are financially protected by the ATOL scheme. But ATOL protection does not apply to all challenges. Challenges not covered by the ATOL scheme are covered by our Financial Protections Insurance.
- In addition, as a company committed to customer satisfaction and consumer financial protection and in accordance with "The Package Travel and Linked Travel Arrangements Regulations 2018". All passengers booked on challenges with Global Adventure Challenges Ltd that are not protected by the ATOL scheme are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Global Adventure Challenges Ltd. This is organised through The Travel Vault (Member number 523).

## TRAVEL AND TRANSFERS



- As with all Tour Operators and other travel companies, travel and transport providers are just as serious about making travel safe.
- Airports, airlines, Eurostar, trains, ferries, coaches and minibus transfers – all service providers will have increased cleaning of surfaces and will be encouraging much stricter hygiene practices. You are likely to need to wear a face mask or face covering at different points when travelling. Some of the services will run on reduced capacity. Each service provider is likely to have a slightly different protocol and we will inform you of any additional measures in the lead up to your challenge.

## ACCOMMODATION



- Countries around the world have taken the situation with COVID-19 very seriously. Governments in each country have implemented new procedures for their hospitality industry. Alongside our suppliers we continue to monitor and check each accommodation provider on the challenge to ensure they have increased and improved their cleanliness and hygiene processes/standard operating procedures in line with local and our own guidelines.

## ON YOUR CHALLENGE



- Like the accommodation protocol, we will check each restaurant and/or meal provider/supplier to ensure they follow hygiene processes/standard operating procedures in line with local and our own guidelines - this includes our own processes when we are responsible for the delivery of food on a challenge.
- Just as your safety and welfare is of the utmost importance to us, so is the safety of our Event Team which includes our head guides, challenge leaders, porters, cooks and any other member of offering support on your challenge.
- You are likely to need to bring a face mask with you on the challenge so we can adhere to local guidelines and laws.
- Our event team will brief you and ensure compliance throughout the challenge.
- We will inform you of any additional measures in the lead up to your challenge.
- The Event Team will be supported by our emergency on call team who are available 24/7.
- We suspect you may get sick of us constantly reminding all about having really high hygiene standards throughout the challenge – but we promise not to be killjoys!

## WHAT WE NEED YOU TO DO / BRING



- We ask that everyone takes responsibility by being extra vigilant and maintain extremely high hand and personal hygiene standards.
- Comply with any instructions or guidance from our Event Team.
- Please ensure bring any additional kit requested, such as face masks / coverings, enough anti-bacterial hand gel to last the entire challenge. We will also have extra supplies of these items as will our suppliers.