



SEYEXCLUSIVE

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**SEYEXCLUSIVE COVID-19 PROTECTION PROMISE**  
BOOKING 2020-2021

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**The SeyExclusive COVID-19 Protection Promise**

Here is what you need to know about booking a holiday with us for late 2020 into 2021.

**What does the world of travel look like today?**

In light of the COVID-19 pandemic, the way we travel is changing so that we can safely return to exploring the world and experiencing unique holidays. We appreciate that there may be some initial apprehension, and our team are here to put your mind at ease when planning your next adventure.

Our dedicated SeyExclusive team remain consistently updated with new information from the FCDO, the destinations and our travel partners to ensure that every aspect of your holiday with us remains as safe and secure as possible.

**Book with Confidence**

The safety of our customers is our utmost priority, and our Concierge Team is always ready to assist and answer any questions you may have throughout the holiday process. We have also launched our SeyExclusive COVID-19 Protection Promise meaning we will fully protect your booking subject to the conditions below if you are unable to travel due to a positive coronavirus diagnosis.



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### FREQUENTLY ASKED QUESTIONS

Please see below our FAQs. We also advise all travellers to stay up to date with the FCDO's current travel restrictions and safety protocols, as guidance can change.

#### **What happens if I can't travel due to a positive coronavirus diagnosis?**

With our SeyExclusive COVID-19 Protection Promise, we will fully protect your booking if you are unable to travel due to a positive coronavirus diagnosis. *Please note that this is applicable to bookings made from 31<sup>st</sup> July 2020 onwards.*

We will replace your trip to the original value if:

- You, or any person you are travelling with on the same booking, receive a positive coronavirus diagnosis within 14 days of your departure or within 28 days of your departure if you have been hospitalised as a result of coronavirus
- If you, or any person you are travelling with on the same booking, are refused boarding following a positive coronavirus diagnosis or failed temperature check at your original departure point

*Please note that any changes or amendments to your hotel and/or flights may be subject to extra charges.*

#### **What if the borders close to a destination I am travelling to?**

If the borders of the destination you are due to travel to close or remain closed, you will have the option to move your travel dates forward, claim a travel voucher for your cancelled holiday.

#### **Will travel insurance cover COVID-19?**

Travel insurance is imperative at the best of times, and now even more so. Unfortunately, most travel insurance companies have not caught up with the crisis, and currently won't cover for coronavirus-related claims. It is essential to take out travel insurance before your holiday to cover all medical treatment and repatriation.

#### **Do I need to get a COVID-19 test before travelling?**

Depending on the destination you are travelling to, or the airline who you are flying with, you may need to have a COVID-19 test before your flight. Each destination and airline have imposed varying regulations for those entering the country and boarding their flights, with many destinations requiring a strict 14-day isolation period. Some destinations, however, will waive the quarantine requirement in replacement of a "Fit to Fly" or negative COVID-19 Certificate of Testing.

If the destination you are travelling to will accept a "Fit to Fly" or negative COVID-19 Certificate of Testing, they will require that you have the test a specified number of hours before your flight; the



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required number of hours will vary by destination and airline, so this is something that your dedicated Luxury Travel Specialist will advise you of. Some destinations will also require travellers to present health declarations, medical forms or tracing information before entry. Please refer to the [FCDO website](#) for more information.

### **Where can I get a COVID-19 test?**

There are a variety of health providers that offer private COVID-19 tests and details of these can be found online. Some health providers will require you to come into the clinic to have your test done, whereas others will send you the testing kit by post for you to administer yourself. The COVID-19 test involves inserting a swab into the back of the throat and/or deep inside the nose to collect a sample of saliva and other fluid. The test may cause some discomfort or mild pain. They can also be at varying costs depending on the level of service you select.

### **What if my COVID-19 test results do not come back in time?**

Each COVID-19 test provider will charge different prices and have varying turnaround times for test results, so it is best to clarify what these are before you purchase a test and ensure these are returned to you before you depart. Please note that we cannot be held responsible in the event that the test results are not returned in time for departure, however, we will of course try our best to assist you with moving the trip and with any costs associated with that.

### **Is it safe to travel by air at the moment?**

It is a requirement of most airlines that all passengers wear face masks for the entire duration of their flight to help limit the spread of the virus. Airlines have enhanced their cleaning procedures and audit inspections for each of their aircraft to ensure that all surfaces are heavily sanitised. The majority of commercial aircraft are fitted with HEPA filters which efficiently remove any particulate and bacterial contamination throughout the duration of the flight.

For further information, we recommend speaking to your dedicated Luxury Travel Specialist or airline.

### **How has the airport experience changed?**

It is recommended that passengers wear face masks for the duration of their time in the airport to help limit the spread of COVID-19. All passengers are encouraged to use contactless payments and online check-in services where possible, as well as follow all social distancing measures. Many airports have limited retail services available, with some outlets operating with reduced hours. Most major airports have implemented signs, barriers and markers to ensure that social distancing procedures can easily be followed.

Screening procedures and waiting times will vary airport-to-airport, so your dedicated SeyExclusive Destination Expert will be able to inform you of all relevant procedures in place at your chosen airport. If you feel unwell on arrival at the airport, it is important to seek assistance from the nearest member of staff.



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### **Can I still take hand luggage on to the plane?**

To streamline the check-in process and maintain social distancing measures, you may be asked to check your hand luggage into the hold baggage. Our team can answer any questions regarding your chosen airline and the measures they have put in place.

### **How will my flight be different?**

Many airlines have taken on stringent protocols to ensure the safety of every traveller. You may be required to wear a face mask for the duration of your flight, and many airlines have incorporated social distancing measures into the seating configuration. In general, we also advise:

- Remaining seated where possible and following social distancing measures in the cabin.
- Opting for contactless payment methods where possible.
- Informing a staff member if you feel unwell.

### **Will food be served on my flight?**

The majority of airlines may offer reduced/alternative in-flight dining options, such as pre-prepared meal boxes and small 'snack bags', and in some cases, alcoholic beverages are no longer being served. In-flight services have been suspended altogether on some flights to help minimise contact between cabin crew and passengers.

For further information, we recommend speaking to your SeyExclusive Destination Expert or airline.

### **What will the airport experience be like in my holiday destination?**

Each airport will differ country-to-country depending on local rules and regulations. Your dedicated Travel Specialist will be able to assure you of all COVID-19 procedures depending on where you are travelling.

### **Will I have to wear a mask in my holiday destination?**

We advise remaining up to date with the FCDO for any protocols that have been recently put in place in the destination/s that you are visiting. In general, it is strongly advisable to wear a face mask or covering in enclosed spaces or wherever social distancing may not be possible.

### **What can I expect when I arrive at my hotel?**

Each hotel has put in place their own safety measures and protocols to ensure the wellbeing of all of their visitors and staff, which your dedicated SeyExclusive Destination Expert will advise you of.

In some resorts, there may be restrictions on spa treatments and excursions, and restaurants may be operating on a reduced menu.

### **What do I need to do if I feel unwell on holiday?**

Should you begin to feel unwell and experience any of the following symptoms while you are away:

- High fever



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- New and persistent coughing
- Loss of taste and/or smell

We advise that you stay in your accommodation and avoid contact with others, follow local health guidance where applicable and immediately contact your health insurance provider for advice.

### **What happens if another guest contracts COVID-19 during my stay?**

Each resort has different procedures for if a guest contracts COVID-19 during their stay, so you will be able to find out more about individual resort policies from your dedicated Luxury Travel Specialist prior to travel.

### **Do I need to prepare anything before returning home?**

Up to 48 hours before returning to the UK, you must complete a 'Passenger Locator' form online which must then be printed or downloaded to your mobile phone before you reach Border Control. This form can be found on [HERE](#) along with all the relevant information.

Currently, you do not need to have a COVID-19 test on returning to the UK, but we recommend checking with your airline before you travel to find out if a test is required for your return flight. It is advisable to regularly visit the GOV.UK website for all travel updates.

### **Will I have to quarantine when I return home?**

Our team will advise you regarding your chosen destinations, however we recommend regularly visiting the GOV.UK website for a full list of the countries that are exempt or considered to be 'travel corridors'. Please note that these 'travel corridors' may be changed and quarantine on return to the UK can be imposed at any time and without warning.