

# Scott McGregor's RAILWAY ADVENTURES



## Railway Adventures Covid-19 Update

At Railway Adventures we take the safety of our travellers very seriously. With international tours scheduled to depart through March and April and beyond, we have been monitoring the Covid-19 situation extremely closely and making decisions based on the information available at the time. We have been receiving daily (sometimes hourly) updates from multiple sources, including governments here and abroad, medical authorities including the WHO, and tourism bodies, as well as our local travel partners and suppliers around the world.

The Prime Minister's recent announcement that all Australians should reconsider their need to travel has been a game-changer in the travel industry and has to supersede any other advice being received.

**Accordingly, Railway Adventures has cancelled all its scheduled international tours due to depart between 17 March 2020 and 30 April 2020.**

### Deferral and Cancellation Policies

In light of the current situation and our understanding that people may wish to amend their travel plans, we have made the unprecedented decision to extend the following concessions for any travellers booked on a Railway Adventures international tour due to depart between 17 March and 30 April, 2020.

#### ***Paid in full and wishing to defer the booking***

Travellers wishing to postpone/defer their 2020 travel, can do so and funds paid will be held as a credit for the **same tour** at a future date in 2020 or 2021. Any 3rd party fees, including airline change fees will be applicable. Railway Adventures is not responsible for the change/refund policies of the airline with which you have purchased your airline tickets.

#### ***Paid in full and wanting a refund***

If you would rather receive a refund than roll your booking onto a future tour, our normal terms and conditions apply. You will receive a full refund less the non-refundable \$1000 deposit. The deposit will be held as a future travel credit to be used towards **any trip** with

Railway Adventures in the future. Railway Adventures is not responsible for the change/refund policies of the airline with which you have purchased your airline tickets.

### ***Deposited for international travel in 2020 and wishing to postpone***

Travellers who have paid their non-refundable deposit but not proceeded to full payment on any of our tours and wish to postpone/defer their 2020 travel, can do so. The deposit paid will be held as a future holiday credit to be used towards **any trip** with Railway Adventures in the future. Any 3rd party fees, including airline change fees will be applicable.

### **International Departures After 30 April 2020**

At this stage, our planning for international departures after 30 April will continue with the same vigour and attention to detail that we are known for. However, due to the unpredictability of this crisis and the ever-changing landscape, we are unable to predict what may happen even 2 months from now, let alone 6 months.

#### **What we can promise is that we will**

- continue to work towards these tours departing as normal to ensure your travel experience is safe, highly enjoyable and memorable.
- make decisions early enough to ensure full refunds will be available should this crisis not be averted in the near future

### **Australian Tours**

At this stage, all our Australian tours are unaffected and will depart as planned. Obviously, we are following the local advice extremely closely and if things change, we will update you immediately.

### **We're all in this together**

As an Australian boutique travel company with a history providing our guests with amazing travel experiences, we have seen many phases of the travel landscape and share the concern of all our travellers during this time.

We are committed to relying on the advice being provided by governments and medical authorities both here and in our destination countries to guide us in our responsible business decisions to ensure we continue to provide our travellers with memorable journeys.

We are committed to providing updated information as it comes to hand to enable all our travellers to make the best decision for them.

We are committed to making decisions that will enable our travellers to access full refunds wherever possible in the case of a tour cancelled due to a change in government advice.

If you'd like additional information please don't hesitate to contact us directly on 1300 800 977, [info@railwayadventures.com](mailto:info@railwayadventures.com) or reach out to your travel agent.

Latest formal advice can be found:

The Smartraveller website provides the latest travel safety information for Australian travellers heading overseas from the Department of Foreign

Affairs: [www.smartraveller.gov.au](http://www.smartraveller.gov.au)

United Nations World Health Organisation: [www.who.int](http://www.who.int)

- Last updated 16<sup>th</sup> March 2020