

## **Covid Update**

We would like to thank you, our valued clients, for your ongoing calls and support during these changed and challenging times.

As you know, the impact of the COVID-19 pandemic continues to change rapidly across the globe and we continue to receive official updates from our many travel supplier partners and the Australian Government on a weekly basis.

As a small business we also seek to reassure you of our flexibility and understanding around the uncertainty of booking a holiday during these times.

- Due to Covid all our deposits are refundable up until the final payment date that is 45 days prior to the tour start date.
- Inside 30 days we will do our best to refund what we can and all we can, hoping that it is 100%.
- Most of our payments have to go out to our suppliers between 15 & 30 days prior. Should we need to cancel inside the 30 days prior to departure we will refund all the money we have in our Trust account and request either credits or refunds from our suppliers.
- However, as a guide we refunded every client who requested a refund from us in 2020.

## **How to contact us**

We continue to proactively assist our clients to amend travel dates and other arrangements and assist with cancellations, rebooking, refund requests and securing future travel credits. We are here to assist you and we look forward to taking your calls on – 1300 800 977. Alternatively, please feel free to email us at [info@railwayadventures.com](mailto:info@railwayadventures.com) and we will be in touch as soon as possible.

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