



Updated March 21, 2022

### **COVID-19 – Novel Coronavirus Guidance**

A message from the team at Outdoor Travel Pty Ltd regarding the COVID-19 pandemic.

Firstly, we would like to acknowledge the unprecedented situation the world has endured and to some extent still is enduring. These have been trying times for everyone and we appreciate how difficult this has been to navigate. The wellbeing of our clients continues to be our highest priority at all times. We therefore receive updates from multiple sources including the Australian government travel advisory – Smartraveller as well as international tourism bodies, the World Health Organisation, airlines and our local travel partners and operators.

During the last two years most of our partners and local tour operators have implemented policies in response to updates from their respective authorities and their own operational capacities. Please note these policies change on an almost daily basis and what that means for us is that each reservation is being handled on a case by case basis. We now have travel credits held for many of our clients and look forward to translating these into bookings in the near future.

The 2022 Europe & UK travel season has re-commenced for most of our partners and international travel has resumed for Australians so we look forward to a return to overseas travel for our clients. In most cases the special concessions related to the COVID-19 pandemic have been removed and bookings have returned to the usual terms and conditions.

There are new requirements relating to COVID-safe travel which are wide-ranging and varied depending on the countries visited and the individual requirements of operators. The requirement for COVID-19 testing while travelling is commonplace and a negative test result is an accepted part of travel and tour access at the current time. As a general rule, overseas travel is simpler for travellers with proof of full COVID-19 vaccination.

Moving forward, if there is anything that will impact directly on the bookings made through Outdoor Travel, we will contact you as soon possible. Please contact Outdoor Travel via email if you have any queries or concerns.

### **How can I check the latest advice?**

Australian travellers can check the latest travel and health advice at the Australian Government website:

<https://www.smartraveller.gov.au/news-and-updates/coronavirus-covid-19>

Please monitor this site closely for any changes to the countries you plan to visit and/or transit.

You can also check the latest health advice on the Australian government department of health website:

<https://www.health.gov.au/health-alerts/covid-19/international-travel>

### **Travel Insurance**

As mentioned at time of booking, Travel insurance is highly recommended and in some cases compulsory and should be taken out at the time of booking. Each insurance company have their own policy wording – outlined in their Product Disclosure Statement. We suggest you check the relevant wording of your policy with your insurance company directly and monitor their website for the current situation.

For our clients who have policies issued by Outdoor Travel – please see links below regarding their advice:

Covermore: <https://www.covermore.com.au/world-events-and-travel-service-provider-claims-advice>

Again, we encourage you to follow the relevant government advice and frequently check this advice. Please get in touch if you have any questions– we ask for your patience but are happy to discuss your situation.

### **Outdoor Travel Team**

- Call Toll free 1800 331 582 or (03) 57551743 or Fax (03) 57501020
- Email: [info@outdoortravel.com.au](mailto:info@outdoortravel.com.au)
- Web: <http://www.outdoortravel.com.au>