

## Osprey Holidays & Coronavirus – 2021/2022

### **The following information supplements our booking conditions as forms part of our contract with you:-**

Covid-19 is now a known global pandemic, so by booking with Osprey you accept the need to be flexible and accepting of changes relating to how your holiday may have to operate to ensure the safety of you and others around you. Everyone must do all they can to reduce potential exposure to Covid-19 for themselves and others.

This means you accept the services available to you and your overall holiday experience may not be the same when compared to the same holiday pre-Covid 19.

### **Covid-19 Safety Measures**

New safety measures may be in place to protect you and those around you. It will be your responsibility to acquaint yourself with all relevant travel information, including applicable health risks in the context of your itinerary and adhere to any new safety measures during your holiday. These may be in place at any time during your holiday, for example at airports, on-board aircraft, at train stations, on trains, in a transfer vehicle, at your hotel, at an attraction or during an excursion.

You may be required to wear a mask, use hand sanitiser and comply with social distancing or any local measures required.

You may require proof of a vaccine and/or negative Covid test prior to either outbound or inbound travel. You may also be subject to other types of health and temperature screening tests.

You may be required to quarantine on arrival in any destination on your itinerary and/or once you return to the UK.

These are examples and this list is not exhaustive.

Osprey Holidays do not take responsibility for any failure to comply or if you do not pass a test for Covid-19 either in the UK or abroad or if you have to quarantine or are unable to travel.

### **Hotel Restaurants & Breakfast**

The restaurant service in your hotel may have changed and many hotels will be using menu choices instead a buffet; we cannot guarantee which at the time of booking. Restaurants at some hotels may require tables to be pre-booked instead of a walk-in service. Some hotels may be operating a take-away breakfast or delivering breakfast to your room.

### **Hotel Pools & Spa Services**

Access to hotel pools and spa services, if previously featured, may be restricted or unavailable because of Covid-19.

### **Other Services**

There may be other unexpected changes to hotel facilities or services because of Covid-19. There may also be changes to tours, excursions and events that may mean they are unable to operate or will operate in a way that complies with local or national Covid-19 requirements.

## Indemnity

By agreeing to travel and book with Osprey Holidays during the current Covid-19 pandemic you agree and accept there may be changes, restrictions and legal requirements around negative Covid tests because of Coronavirus and, to the fullest extent permitted by law, Osprey Holidays cannot be held responsible for the following:

- Being unable to travel because of a failed Covid test or not having the correct/required Covid test or vaccine documentation prior to travel or at any point in your itinerary including return travel.
- Any loss or damage suffered including curtailment or cancellation to any aspect of the booking
- Any restrictions put in place by the country's government or local authority where you are traveling to
- Any local lockdown put in place either in your country of origin or in any country you travel to
- Any restrictions in place in your hotel, resort or on any means of transportation
- Any restrictions in place with any tours, excursions, attractions, theatre bookings, concerts of shows

We will do our best to inform you of any changes before you travel. This is a fast-moving situation so this may not always be possible. Please do not hesitate to ask if there are any aspects of your holiday you have concerns about and would like us to check in advance.

It is possible that, by the time of your departure, The FCO and/or other Government of Devolved Government Bodies may advise against all but essential travel to your chosen destination and a quarantine period may apply upon your return. If your holiday is still operating despite this advice and it is not significantly affected by COVID-19, the cancellation charges set out in our booking conditions shall continue to apply.

You should ensure that your travel insurance should include cover against any COVID-19 issues or incidents which may affect your booking. If you choose to travel without adequate insurance cover, we will not be liable for any of your losses howsoever arising, in respect of which insurance cover would otherwise have been available.