

Coronavirus (COVID-19)

Our offices are now closed and key staff are working from home. If you need to contact a member of staff, please email them using their personal email addresses. If you don't know their address, please use info@theschooltravelcompany.com and someone will get back to you.

Due to the unprecedented and ongoing situation due to COVID-19, we understand that some schools and groups may wish to cancel their future trips. Unfortunately, depending on your departure date, if you choose to cancel your trip now, our terms and conditions will apply and you may incur cancellation charges.

We are members of both [ABTA](#) and [The School Travel Forum](#) and on 18th March they have issued the following joint statement:

We are being advised by our lawyers to await further clarification from the Government and not to provide refunds at this time – other countries such as Italy and France have removed the requirement on Tour Operators to refund monies in these extraordinary circumstances and ABTA are asking our government to do the same.

We are regularly monitoring the situation and will keep updating our statement as this situation develops. Should there be any changes expected regarding your trip, we will be in touch with you immediately. In the meantime, please monitor our website and contact your Tour Organiser for any support you require.

Should you wish to cancel your 2020 booking, please notify us in writing as soon as possible.

[The NHS](#) makes the following recommendations on how to avoid catching or spreading the virus.

DO

- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin straight away
- wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available
- try to avoid close contact with people who are unwell

DON'T

- do not touch your eyes, nose or mouth if your hands are not clean

We recommend that anyone who has concerns about the current outbreak visits the following page on the GOV.UK website:

www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public Updated 24th March 2020

Other sources of information can be found at these sites:

- [The World Health Organization \(WHO\)](#)
- [The NHS](#)
- [GOV.UK -Foreign Travel Advice by country](#)
- [Public Health England](#)
- [The Scottish Government](#)
- [Health Protection Scotland](#)
- [Welsh Government](#)
- [Public Health Agency Northern Ireland](#)

As a member of ABTA, we also follow their guidance. They are currently issuing regular updates for the public on the outbreak:

- www.abta.com/news/coronavirus-outbreak Updated 24th March 2020