

FAQ's- COVID 19 – The Most Asked Questions by Travellers

Most travellers are seeing all sorts of reports in the media about the Covid 19 outbreak, unsurprisingly there are questions “What If?”

The world of travel is as diverse as the planet itself, and so the answer is usually “depends!”

It depends on the airline / resort / charter boat / timing / govt travel advice

To provide some guidance of how things can happen, see below for expected outcomes* on a selection of common FAQ's

**NB This is general advice only and does not override T&Cs for any booking with The Perfect Travel Group or 3rd Party Operators*

The Perfect Travel Group and Surf Music in Paradise are referred to as **TPTG**

1. I AM TRAVELLING AND NOT SURE HOW TO GET HOME

Contact the consultant that booked your trip by email or phone. We can work with the operators and airlines to find the best possible travel arrangements.

2. I HAVE A TRIP BOOKED AND I WANT TO TALK TO SOMEONE

The Perfect Travel Group consultants may be working remotely to comply with social distancing regulations. For this reason the office phone lines may not always be attended - the best way to contact us is to email or call your consultant direct. If you are not sure who to contact email info@perfecttravelgroup.com You will get a response by phone or email.

3. I AM BOOKED TO TRAVEL SOON BUT TRAVEL ADVICE WONT ALLOW IT

If you have paid in full and you are due to travel in the next 6 weeks you need to contact us urgently to make new arrangements. Your pre paid arrangements are with the supplier (operator, resort or airline etc). The Perfect Travel Group acts as your agent and will work with you and the operator seeking a credit and postponement, usually for travel within 12 months of original travel dates. It is up to the individual supplier to offer credits under their own T&C's. if your arrangements are paid in full, Refunds are at the discretion of the supplier(s). Most operators are not offering refunds but are offering credit for postponed travel.

4. I WANT TO REBOOK MY ARRANGEMENTS

Due to the scale of the situation, TPTG is prioritising rebooking to those travellers who are a) Due to travel within 6 weeks or b) Have paid their balance in full.

5. I WANT TO CANCEL MY ARRANGEMENTS

If you choose to cancel your pre paid arrangements you must advise The Perfect Travel Group in writing. You may be offered a credit with the supplier(s), that credit sits with that supplier and not with The Perfect Travel Group. Cancellation by you for any reason generally will result in forfeiting of all pre payments. It is at the discretion of the supplier to offer any refunds, if refunds are credited by the supplier it may take up to 12 weeks or more and these will be passed on to the client in the same form that payment was originally made, less any cancellation costs, currency or transaction costs.

6. I HAVE A CREDIT WITH THE PERFECT TRAVEL GROUP

In some circumstances you may hold a credit on file with TPTG, this will be held for 12 months from the date of cancellation. If you do not make a new booking within that 12 months the credit may be forfeited.

7. I HAVE PAID A DEPOSIT

All deposits are non refundable however, where supplier conditions permit, we will retain the value of the deposit as a credit on file for use within 12 months of cancelling. If you want to postpone or rebook your arrangements, please note that priority is assigned to travelers booked for a) Due to travel within 6 weeks or b) Have paid their balance in full.

8. THERE IS A GOVT TRAVEL ADVICE 'DO NOT TRAVEL'

At the time of writing, the level of [Australian Govt Travel Advice](#) for is elevated to "DO NOT TRAVEL" Many other governments are enforcing restrictions on entry and travel. As a result most full service airlines (SQ, GA etc) are offer rebooking later dates without rebooking fee This is usually available within a month of departure. Most resort and charter boats would offer credit for travel at a later date (within 12 months). Priority for reschedule is given to bookings paid in full. Refunds are generally not offered but existing payments are usually credited to a future date.

9. PLACING BOOKINGS IN TO FUTURE CREDITS

Depending on circumstances you may have the option to place the value of your booking to a future travel credit. Many airlines and suppliers are offering future credit with expiry restrictions.

10. THERE IS A GOVT TRAVEL ADVICE 'RECONSIDER YOUR NEED TO TRAVEL'

In the event Govt Advice is to 'Reconsider Your Need To Travel' you should speak to your consultant and get the latest info on the ground, this would include any flexibility in T&Cs and travel dates. You would then make an informed choice on your travel plans.

11. THERE IS A GOVT TRAVEL ADVICE 'EXERCISE CAUTION'

All Travel is proceeding as booked. There is no need to change your arrangements, regular T&Cs regarding changes and cancellations would apply.

12. THERE IS A GOVT TRAVEL ADVICE 'NORMAL PRECAUTIONS'

All Travel is proceeding as booked. There is no need to change your arrangements, regular T&Cs regarding changes and cancellations would apply.

13. MY EMPLOYER WIL NOT ALLOW MY INTERNATIONAL TRAVEL

You would look at your travel insurance for a possible claim. Talk to your consultant to check if there is flexibility to defer travel with the airline/resort/boat.

14. MY FLIGHTS GET CANCELLED

Many airlines are making schedule changes and some flights might be cancelled. These changes are usually made well in advance and the airline will rebook next available flight. If you booked flights with The Perfect Travel Group your consultant will help you manage both flights and land arrangements for the optimal itinerary.

WHILE YOU ARE TRAVELLING

15. THE RESORT ISLAND IS QUARANTINED WHILE YOU ARE THERE

Quality Maldives Resorts like Kandooma have advised that if a Government Declared Quarantine is enforced on the island, then additional accommodation and basic food for guests would be free of charge until quarantine is over.

16. MY MUM IS WORRIED ABOUT ME TRAVELLING

Your friends and family should be reassured that you have booked through an experienced, quality Agency – The Perfect Travel Group. Regular updates to our [Travel Advisory](#) keep everyone up to date

17. MY ITINERARY AND ARRANGMENTS NEED TO CHANGE WHILE TRAVELLING

You have booked through an experienced, quality Agency – The Perfect Travel Group! The 24 hour support of [the Travellers Care Guarantee](#) offers a direct line for assistance with your travel arrangements. Regular updates to our [Travel Advisory](#) keep everyone up to date.