

# 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 3<sup>rd</sup> Party Operators*

## 1. THERE IS A GOVT TRAVEL ADVICE ‘DO NOT TRAVEL’

At the time of writing, the level of Govt Travel Advice for Maldives, Indonesia, PNG, Fiji and most surf travel destinations is unchanged. In the unlikely event Govt Advice is elevated to “DO NOT TRAVEL” then most airlines (SQ, GA etc) would offer rebooking later dates without rebooking fee. Most resort and charter boats would offer credit for travel at a later date (within 12 months). Refunds are generally not offered but existing payments are usually credited to a future date

## 2. THERE IS A GOVT TRAVEL ADVICE ‘RECONSIDER YOUR NEED TO TRAVEL’

At the time of writing, the level of Govt Travel Advice for Maldives, Indonesia, PNG, Fiji and most surf travel destinations is unchanged. In the unlikely event Govt Advice is elevated 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

## 3. THERE IS A GOVT TRAVEL ADVICE ‘EXERCISE CAUTION’

This is the current level of advice for Indonesia and has not changed level in decades. All Travel is proceeding as booked. There is no need to change your arrangements, regular T&Cs regarding changes and cancellations would apply

## 4. THERE IS A GOVT TRAVEL ADVICE ‘NORMAL PRECAUTIONS’

This is the current level of advice for Maldives and has not changed level in years. All Travel is proceeding as booked. There is no need to change your arrangements, regular T&Cs regarding changes and cancellations would apply

#### 5. 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.

#### 6. THE RESORT ISLAND IS QUARANTINED

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

#### 7. MY EMPLOYER WIL NOT ALLOW MY INTERNATIONAL TRAVEL

You would look at your travel insurance for a possible claim. Cancel For Any Reason policies are the best in this situation. Talk to your consultant to check if there is flexibility to defer travel with the airline/resort/boat.

#### 8. 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. The 24 hour support of [the Travellers Care Guarantee](#) offers peace of mind. Regular updates to our [Travel Advisory](#) keep everyone up to date

#### 9. MY ITINERARY AND ARRANGMENTS NEED TO CHANGE WHILE TRAVELLING

Your 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.