

COVID-19 Statement from IC Travel & ICT Coaches Ltd.

We have been closely monitoring the situation regarding COVID-19. We have taken the advice from Public Health England and will continue to operate all our planned travel as normal. This is a rapidly evolving situation and we will continue to regularly check Public Health England and World Health Organisation guidance.

Please be assured that the health & safety of our staff and passengers is our number one priority. Should there be any changes to the current status, we will take account of any recommendations from the relevant authorities and implement all appropriate instructions accordingly. To protect our passengers and staff we are ensuring as always that the coaches used continue to meet the highest cleaning and disinfection standards.

We are already seeing a number of events being cancelled that are scheduled on our programme. Each case will be dealt with and customers advised accordingly, and we welcome your support and patience as we work through this process. At present we see three main situations arising:

1. Where venues and shows etc. continue to operate and there is no official guidance not to attend. In these cases any individuals decision not to take part on the trip will be subject to the normal cancellation policy i.e. we can only refund your payment should the place be resold.
2. Where a venue/show/attraction closes or cancels. In these cases the trip will be cancelled and customers will be entitled to be reimbursed. Your support and patience in such circumstances is appreciated as the refund process between ourselves and the attraction will take time to administer. We would encourage our customers to consider using the balance towards another trip, either immediately or in the future or failing that we would refund. Depending on timescales since booking we may need bank account details to apply the refund.
3. There may be a rare situation where despite an event or attraction continuing to run, there are other circumstances which mean it is either impossible or considered unsafe to reach the venue. Normally situations such as heavy snow or floods on the route would mean after seeking professional advice, the management feel cancellation of the trip is in the interests of customer's safety. This scenario is covered under our normal terms and conditions where we could only reimburse recoverable costs.

This as you will appreciate is a very challenging time for us all, with the Travel and Leisure industry particularly affected. Can I thank you for your on-going support and encourage you to continue to book future trips with us and with your support we can get through this difficult time and look forward to more excursions to come.



Ian Colman MBE

Managing Director - IC Travel

Director – ICT Coaches Ltd