Coronavirus Covid-19 Cancellation Policy

TroutQuest™

New Prospects

Enquiry

Advise to take trip insurance

Send new Covid-19 Ts & Cs with each proposal

Client confirms booking

N → End

Y

Reduced deposit rate during Covid-19 outbreak

Invoice for 25% Deposit

25% Deposit Paid

Y → (to Existing Bookings)

N → End

Existing Bookings pre-March 2020

50% Deposit Paid

Client cancels booking

N → Planning to go ahead, based on new Ts & Cs

Planning to go ahead, based on new Ts & Cs → Invoice for balance: 75% (new bookings) or 50% (existing bookings)

Invoice for balance: 75% (new bookings) or 50% (existing bookings) → Trip Assumed to Go Ahead

Y

Most likely now

Refund Process

Cancel due to travel restrictions → All payments credited to future trips*

Voluntary cancellation, fearful of travel → Deposit retained to cover costs

Fully Paid

Client cancels booking

Y → Refund Process

N → Trip Assumed to Go Ahead

Most likely now

Refund Process

Cancel due to travel restrictions → Return of balance payment*, or all payments credited to future trips*

Voluntary cancellation, fearful of travel

> 28 days

Y → Return 50% of payments to client*

N → Keep funds, offer 50% value as credit towards future trips*

Trip Assumed to Go Ahead

Ever changing social restrictions

Late Cancel by Client

Y → Cancel due to travel restrictions

N

UK restrictions on social distancing or fishing

Late Cancel by TQ

Y → Return of balance payment*, or all payments credited to future trips*

N → **Deliver Fishing Experience**

Client's deposit loss may be covered by their travel insurance.

* Less any non-refundable fishing or accommodation expenses