

SUNSET

FARAWAY HOLIDAYS

6 Bedford Park, Croydon, Surrey, CR0 2AP
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A Communication for all our clients that are due to travel to all our destinations Worldwide

In the last 40 years, Sunset has seen SARS in 2002, MERS in 2012 and now we have COVID-19 and this one seems to be the worst for humans. The World has woken up and countries around the World are closing their borders in an attempt to limit the spread of Corona Virus, COVID-19!

The WHO Director General has said on Saturday 14th March that Europe has now become the epicentre of this Pandemic! So, more and more countries are closing their borders for at least 2 to 6 weeks.

Please be aware that these are Government directives and not the Airline nor the Tour Operator policies.

We highlight below your options where there is no FCO advice against all but essential travel to your destination.

- a. **CANCELLATION** – if you decide to cancel then our Booking Conditions will apply.

Before cancelling please check with your insurance provider to make sure that you have cover for this eventuality.

- b. **FLIGHTS** - All airlines have offered a rebooking policy with NO change fee to a later date. If the new date is more expensive than you have paid, then you will have to pay the difference.
- c. **HOLIDAYS** – Rebook your holiday to depart any time within each airline's rebooking advice. The full value of your holiday will be free of our admin change fee. If the new booked holiday is more expensive then you will have to pay the difference, such differences may be due to air fare or hotel seasonality.

Holding Company Sunset Travel Limited Registered No. 1564547



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OTHER OPTIONS. If you cannot make your mind up yet?

No Problem – Each airline have different rebooking policy and when you can rebook (this will be offered at the time) and also with the hotel agreement! We will make sure all funds paid out to the airlines and hotels are protected as per option (b) or (c) above. Also, please remember that NEW holiday arrangements are subject to availability, so the sooner you make a decision and then it's more likely that we will be in a position to negotiate better prices.

NB: Your Holiday is not transferable to another person We will be writing further to all passengers/agents who are due to travel prior to the end of April 2020 in order that we may finalise the rebooking procedure.

Due to the pressure on the admin or flight department, we apologise in advance if you have difficulty in getting in touch just leave a message with your contact details or by email and we will endeavour to get back in touch.

Reservation Dept: **020 8774 7100** or reservations@sunset.co.uk
Flight Dept: **020 8774 7130** or flights@sunset.co.uk

CORONAVIRUS UPDATE

Coronavirus (COVID-19), advice from the Foreign and Commonwealth

Office (FCO) is constantly changing, please visit the latest

ABTA & FCO advice.

For further information, please visit ABTA's web site and FCO's address below.

<https://www.abta.com/news/coronavirus-outbreak>

<https://www.gov.uk/foreign-travel-advice>

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