

**Updated 3/15/2020 1:00 pm**

### **Celtic Tours Cancellation Policy regarding the Coronavirus**

With the onset of the Coronavirus spreading, Celtic Tours is sensitive to those having fears of traveling. These are unprecedented times in the travel industry and as things change on a hourly basis, we are striving to keep every updated and informed.

With the current 30 day ban on European Nationals, travel to Europe at this time is not advised during this time.

With that, Celtic Tours is diligently working with our travel agent partners, suppliers and travelers. We are working in date order to service those immediately affected by the current situation.

For those traveling in March and April, with the newest changes, we are now offering full land credits to change your travel plans without penalty. We will be offering discounts for those willing to rebook with Celtic Tours. We do understand however, you may wish to cancel and receive a refund, which we will also offer for those departing in March and April 2020.

For those with airfare, as this time, airlines are presently offering changes to fares without penalty. Airlines are not yet allowing cancellations and refunds. This can change, however, their rules are out of our control. If Celtic Tours has booked your air, please contact us at 800-833-4373 if you have any questions. We will be contacting those traveling from now to April 30, 2020 to make air arrangements. If you have not booked air with Celtic Tours, you will have to contact the airlines directly as they will not work with us if we did not book your airfare.

At this time, tours and bookings departing after April 30, 2020 are still operating, as the travel ban does not affect these bookings. At this time, our standard terms and conditions apply to these bookings. We are monitoring this closely and will make adjustments as needed.

If passengers are looking to “postpone” their **scheduled tour of Ireland** (operated by Celtic Tours), beyond April 30, 2020, Celtic Tours may consider allowing a change in date of up to 1-year from the original date of travel barring that a similar tour/ package is purchased. Note if you have airfare, the new date would need to be a guaranteed departure in order for it to be selected. A \$200 **non-refundable** per person administration fee will apply to any booking that postpones travel dates that are traveling after April 30, 2020. **No credit can be issued for this administration fee.**

For all other tours that are operated in conjunction with other European Tour operators, we have cancelled any tour up to April 30, 2020. Our European suppliers are also monitoring dates beyond April, as this situation changes and evolves.

If air tickets are issued and under penalty, the policy in effect is that of the individual airlines. Celtic Tours is not responsible for airline policies and book air at the request of passengers/travel agents and group leaders. All air terms and conditions are governed by the airline. **Group air tickets may have different conditions than those published by an airline for individual travel.**

Travelers that have purchased travel insurance, note, there is, unfortunately, no coverage for those that have purchased basic travel for fear of traveling. Travel insurance also does not cover regions that are designated a Level 3 by the State Department. If you are quarantined during travel, travel insurance “may” cover you if the policy was purchased before Jan. 21, 2020. Those purchasing insurance after Jan. 21, 2020, quarantine would not be covered, as it is no longer considered an “unforeseen” reason. Those that have purchased cancel for any reason, may cancel with 75% of their investment (less insurance policy) returned. However, should you cancel within 48-hours of your departure, cancel for any reason does not cover you in this instance. Cancel for any reason also does not cover you if you purchased the policy after Jan. 21, 2020 and you are quarantined, as it is

no longer considered an “unforeseen” reason. Celtic Tours suggests purchasing Cancel for Any Reason insurance at all times so you are protected.

All cancellation requests are required in writing during normal business hours. All requests will be reviewed at the time of receipt.

All Travelers are advised to make themselves aware of any new restrictions before depositing any tour or airline ticket. Travel restrictions to any country may be lifted at any time and Celtic Tours will update information as it becomes available.

Celtic Tours will continue to monitor this situation closely and may adjust our terms as needed. We will update our website if our stance or the situation changes.