

## General Information

### HEALTH ADVICE

Providing the appropriate health advice is dependent on your choice of cruise holiday and any extra hotel stays or extended land stay options that you book. If there is a mandatory requirement, you will be advised at the time you make your booking and/or it will be detailed on your confirmation invoice. However, it is advisable that you contact your local GP approximately 12 weeks before departure to gain the most up to date information, as health regulations can change.

If you are carrying prescribed medication issued in the UK it is advisable to seek advice from medical specialists as some medication does require authorization from the country to which you are travelling.

In some countries, general standards of hygiene, care and safety may differ from those in the UK. Guests are advised to use their common sense, especially when choosing drinks or sampling local cuisine.

At all times, pay particular attention to personal hygiene, particularly vigorous hand washing with soap and we recommend the additional use of the hand sanitisers, which you can be purchased in small travel size bottles.

If, in the week prior to your departure, you experience any symptoms of Norovirus (diarrhoea or vomiting), symptoms of Influenza (fever or feverishness, cough, runny nose or sore throat) or symptoms of COVID-19, please contact us as soon as possible.

You can also get general travel advice by visiting [www.gov.uk/browse/abroad](http://www.gov.uk/browse/abroad) & <https://www.gov.uk/foreign-travel-advice>

### FOREIGN OFFICE ADVICE

For up-to-date travel advice from the UK government, visit [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice) and <https://travelaware.campaign.gov.uk>. It is important that you consult these websites before booking in order to make an informed decision about your chosen destination, and again well before and close to departure. Please note that the Foreign, Commonwealth & Development Office (FCDO) currently advises against all but essential travel to many overseas destinations, including popular holiday destinations. However, many of these destinations remain open and welcoming to UK tourists and flights to and from these destinations continue to operate. Whilst holiday destinations remain open to UK tourists, flights continue to operate and contracted arrangements can be performed, it may not be possible to cancel your holiday without payment of the applicable cancellation charges if you decide you do not wish to travel. If you book a holiday with us during the COVID-19 pandemic, you confirm that you have checked, understand and accept the FCDO travel advice relating to all destinations to which you will travel or call during your holiday, including those where there may be a requirement on you to quarantine upon your return to the UK (or in destination). You also understand and accept that FCDO advice may change at any time, new or different restrictions may be applied (in the UK or overseas) and that there is a heightened risk of travelling during the COVID-19 pandemic, beyond that associated with travel during ordinary times. You are also recommended to purchase a specialist travel insurance which includes certain cover for COVID-19 as referred to elsewhere in these booking conditions.

### PASSPORT

A valid passport is required to travel outside of the UK and is also a requirement for all cruises including those cruising in and around the UK and departing from the UK. Your passport should be less than 10 years old (even if it has 6 months or more left) and have at least six months validity from the date of your return. These rules do not apply to travel to Ireland. You can continue to use your passport as long as it is valid for the length of your stay.

If your passport is burgundy or has 'European Union' on the cover, you can continue to use it until it expires.

If any person on the booking is not a British citizen or holds a non-British passport, you must check the applicable passport and visa requirements with the embassy or consulate of the country(ies) to or through which you are intending to travel. Please ensure that you check the latest position on applying for or renewing a passport at the earliest opportunity.

## **VISA REQUIREMENTS**

It is important to note that Visa requirements can change at any time. It is your responsibility to ensure that you check with a professional qualified source and comply with the requirements. If there is a requirement applicable to your booking you will be advised at the time of booking.

It is the responsibility of non-British passport holders to ensure that they are in possession of a valid passport and, where necessary, entry visas or permits for their chosen holiday. It is advisable to check with the relevant Embassy or Consulate. Failure to comply with these requirements may result in refusal of entry in to a country or individual fines by local immigration authorities.

To check your visa requirements for your chosen destination/s we recommend visa specialist The Travel Visa Company. For more information and to submit an enquiry please visit <https://thetravelvisacompany.co.uk/tradewind-voyages/>

## **TRAVEL INSURANCE**

It is a mandatory requirement to have adequate travel insurance when booking with TS Travel Ltd. We have partnered with holiday specialist insurance provider, Holiday Extras, to offer a range of insurance products to meet your needs. Simply visit [Holiday Extras](#) for more information and pricing.

Top Tips:

- If you haven't declared all your pre-existing medical conditions to your insurer or have not taken out an insurance policy that covers a holiday at sea, the financial consequences could be significant. Don't risk a large financial bill.
- It is tempting to save money and opt for the cheapest holiday insurance. However, many of these policies have loopholes that will not provide cover for the exact circumstance in the claim. Be sure to thoroughly investigate what's covered in the policy.
- If you travel more than once a year an annual insurance policy may be better value for you.

### **COVID-19 Insurance Cover**

For extra peace of mind [Holiday Extras](#) can provide a full Coronavirus policy. This can include cover for guests who contract COVID-19 prior to departing for their holiday and therefore have to cancel, as well as covering guests if they contract COVID-19 whilst travelling.

## **Travel Insurance Q&A**

*What is the difference between cruise insurance and general travel insurance?*

Depending on the type of holiday you are planning to take it is important that you consider whether you have the right insurance to cover your needs. General travel insurance is designed for a land-based holiday, by the pool or beach with a little sightseeing, whereas a cruise has different elements that require more specialist cover. For example, a standard holiday policy is unlikely to provide cover in the unfortunate event that a guest has to be evacuated by helicopter or launch whilst at sea. In this event a specialist insurance policy will be able to cover these costs should the unexpected happen.

*I have insurance through my bank, will this be adequate?*

Bank policies are often given away for free and usually offer limited or standard cover. These generic policies will not take in to account any pre-existing medical conditions or extra requirements to insure longer duration holidays and cruises. It is always worth checking the small print of these policies to ensure it will offer the cover you require.

*Why do I have to declare all pre-existing medical conditions?*

It is important that your insurer has all the medical facts to hand if emergency medical treatment is required. Medical expenses can be very expensive abroad, even the most basic, and so its very important that you reduce the risk of not being fully covered and having to cover the cost of extensive bills. In some cases emergency medical treatment could be refused if an individual cannot prove they have the correct insurance for existing medical conditions.

*Do I get my money back if I cancel my holiday?*

If you have to cancel your holiday for any reason, cancellation charges will apply. The cost will depend on when you cancel and can range from the loss of your non-refundable deposit to 100% of the holiday cost. If you have to cancel due to medical reasons and you have declared the condition with your insurer, they should refund any financial loss less the relevant policy excess. If you are not insured for your cancellation, the cancellation charges cannot be waived for any reason and so you must ensure you obtain suitable travel insurance as soon after you book as possible.

**BREXIT: TRAVELLING TO THE EU AFTER 1<sup>st</sup> JANUARY 2021**

***Do I need to renew my passport?***

If you're travelling to the EU from 1<sup>st</sup> January 2021, you may need to renew your passport earlier. Your passport must be less than 10 years old (even if it has 6 months or more left) and it will need to have at least 6 months validity. These rules do not apply to travel to Ireland. You can continue to use your passport as long as it is valid for the length of your stay.

If your passport is burgundy or has 'European Union' on the cover, you can continue to use it until it expires.

Due to the current challenges of Covid-19, the waiting time for processing passport renewals is longer than 3 weeks, so please allow sufficient time for the application. For details on how to renew a passport, please visit <https://www.gov.uk/renew-adult-passport/renew>

***Will I need a VISA to travel into the EU?***

If you are a tourist, you will not need a visa for short trips to EU countries, Iceland, Liechtenstein, Norway and Switzerland. You'll be able to stay for up to 90 days in any 180-day period.

Currently Brussels has advised that British visitors will be visa-exempt 'third-country nationals' initially, which means that there is no need for an application in advance. However, within a couple of years, British citizens will be subject to the new European Travel Information and Authorisation System (ETIAS), which the EU is working to impose no later than 2022. To read more about this visa scheme, please visit: <https://www.etiaseurope.eu/>

At border control in the EU, you may need to:

- show a return or onward ticket
- show you have enough money for your stay
- use separate lanes from EU, EEA and Swiss citizens when queuing

### ***Will I still get free health care?***

As of 31 December 2020, the European Health Insurance Card (EHIC) will be exempt, meaning UK visitors will no longer have access to state medical care when they are travelling in another EU country.

It is important that you ensure you have adequate travel insurance and check that it covers current circumstances, including any medical conditions.

### ***If I already have travel insurance in place, will this cease to be valid after 1<sup>st</sup> January 2021?***

Some travel insurance policies only cover certain types of disruption. It is important to check your provider's terms and conditions to make sure you have the cover you need if your travel is cancelled or delayed. Your consumer rights will not change from 1 January 2021. This means that if your travel is cancelled or delayed you may be able to claim a refund or compensation.

## **FLIGHTS**

Some of our holidays are launched for sale before airlines release details of their flight times, therefore it is not always possible to confirm details at the time of booking.

If details are not available when you make your booking, we'll ask you to select your preferred airport (subject to availability), and once we have flight details, they will be advised on your confirmation invoice closer to departure date.

Whilst we will make every effort to offer flights that depart and arrive at the same departure airport, there are circumstances where airline routings will not make this possible. We will do our best to notify you of these circumstances as soon as possible.

Please ensure that you check the baggage restrictions for the airlines that you are due to travel with. In some cases, we may have to use different airline providers for your outbound and return flights which may have different baggage allowances and restrictions.

## **USEFUL WEB LINKS**

Tradewind Voyages FAQ - <https://www.tradewindvoyages.com/faqs/>

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

Travel Aware - <https://travelaware.campaign.gov.uk>

Passport Renewal - <https://www.gov.uk/renew-adult-passport/renew>

Travel Visa Company - <https://thetravelvisacompany.co.uk/tradewind-voyages/>

Holiday Extra - [Holiday Extras](#)

European Travel Information and Authorisation System (ETIAS) - <https://www.etiaseurope.eu/>

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