

# NIRVANA

## EVENT TRAVEL, ACCOMMODATION & LOGISTICS

As a specialist Sports Travel Agent working internationally, we are guided by the Foreign & Commonwealth Office (FOC) and Chief Medical Officer (CMO) in relation to travel advice and restrictions. Our primary concern is always the health and safety of our customers.

The FOC advice is being reviewed daily by our Senior Management Team and any resulting changes that affect our customers will be communicated immediately. As of today, none of the events we service or plan to service are situated in an area where the Foreign Office is advising against travel.

Clearly if circumstances change, we will contact you to discuss the options that will be available at that time.

Any questions relating specifically to the event you are travelling should be made directly to the event organiser.

You can keep up to date by visiting <https://www.gov.uk/foreign-travel-advice> and please feel free to talk with the Nirvana Customer Support Team or email us at [contactus@nirvanaeurope.com](mailto:contactus@nirvanaeurope.com)

### SCENARIO 1

#### - Current State of Play

**The FOC have not issued an advisory on travel to a country or specific area in a country we are operating in.**

Unfortunately, as a Travel Agent we can't do anything currently as your booking is still viable and fully operational, therefore no refund is available.

You could check with your insurance company if you are concerned that an underlying health issue may make you or a member of your party more vulnerable to infection. However, travel insurance is not designed to cover "disinclination to travel". If anything changes, we will get in contact with you.

### SCENARIO 2

#### - The FOC published advice that people shouldn't travel to a country, region or city because of Coronavirus.

As the travel agent who made your travel and/or accommodation arrangements, we will endeavour to work with the airline and accommodation partner to secure a refund which will be passed to you in full or we will attempt to rebook your itinerary for an alternative date should you wish to travel once the Foreign Office Advice changes or is updated.

If you do have an entry to the event you will need to contact the event organiser separately to understand the terms and conditions relating to the refund or transfer of the entry.

### SCENARIO 3

- **The event is cancelled or postponed but there is no FOC restriction to travel to the area.**

As a travel agent we arrange your booking that could be made up of several components from different travel industry providers, all of which are committed on your booking. If the Foreign Office advice is that you can still travel to that location, we cannot give a refund on your booking components as the providers are all still operating as normal.

Clearly you should talk to the event organiser in relation to your entry. We are working closely with the event partner and we will try our very best to see if we can re protect your reservations to the new date, however we can't guarantee this will be the case.

### SCENARIO 4

- **I want to book but can you explain your cancellation policy re the event being postponed or cancelled due to an outbreak of Coronavirus?**

If you are booking with us, given the current Coronavirus situation, it is important that you are aware that as a travel agent we combine a range of services to deliver you a bespoke booking.

If your event is cancelled or postponed due to the **risk** of Coronavirus your flights, accommodation and any other logistical services would still be fully operable and therefore a refund will not be available.

Of course, in these circumstances we will make every effort but can't guarantee to re protect your booking to the new date, as this will be subject to the agreement of the respective suppliers. You will need to talk to the event organiser about your entry.

As the travel agent who made your travel and/or accommodation arrangements, we will endeavour to work with the airline, accommodation and logistical partners to secure a refund.

If secured this will be passed to you in full or we will attempt to rebook your reservation for an alternative date should you wish to travel once the Foreign Office Advice changes or is updated.

If you do have an entry to the event you will need to contact the event organiser separately to understand the terms and conditions relating to the refund or transfer of the entry.

### SCENARIO 5

- **What is your policy on cancellation or postponement of Paralympics?**

Currently our partners in Japan who are staging the 2020 Olympics and Paralympics are stating publicly and privately that the event will go ahead as planned.

However, in the event of the Paralympics being cancelled or postponed we would request a refund from Tokyo 2020 which would be passed to you in full or you will have the option to transfer your tickets to the new event date.

In this situation your accommodation and flights will still be viable and fully operational, unless the FCO advice is that travel is not advised to Tokyo, consequently we will not be able to refund these elements.

Clearly we will work closely with Tokyo 2020 and our local service providers to make every effort to re protect your booking to the new date in the case of postponement, however this cannot be guaranteed but please rest assured we will try are absolute best.

Please view the International Paralympic Committee's statement [HERE](#)  
**(Correct as of 05/03/2020)**

#### **SCENARIO 6**

- **I am at the event and Coronavirus has broken out, what do I do?**

You will need to take local advice from your Embassy or Consulate and contact your insurance company. Please keep in contact with us and we will do anything we can to help.

#### **SCENARIO 7**

- **Can I claim from ATOL?**

ATOL cover does not apply in this instance as it is specifically for failures of the providers of package holidays and airlines and not for major medical outbreaks.

**Last Updated 11/03/2020**