





Outgoing Covid-19 Cancellation Money-Back Guarantee

The Outgoing Covid-19 Cancellation Money-Back Guarantee is in place during the Covid-19 pandemic to give passengers security when booking in the event that your holiday is cancelled by Outgoing due to the on-going Covid-19 pandemic. If the final balance deadline has passed then this guarantee relates to fully paid bookings only.

Please be aware that if for any reason you cancel your holiday, cancellation charges will apply, as per our booking terms and conditions and this Guarantee should be read in conjunction with our booking terms and conditions.




Details of what constitutes circumstances in which we would cancel your booking due to the on-going Covid-19 pandemic and is therefore covered by the Outgoing Covid-19 Cancellation Money-Back Guarantee are outlined below:

-  If the Foreign, Commonwealth and Development Office (FCDO) advises against non-essential travel to your destination for the period covered by your booking.
-  If there are rules in place at the time your holiday commences which require passengers to self-isolate or quarantine upon arrival at the destination.

The Outgoing Covid-19 Cancellation Money-back Guarantee means that if any of the circumstances above arise you will be refunded the cost of the holiday paid by you less booking fees, Outgoing purchased insurance premiums and any admin fees. Please note If the final balance deadline has passed then this guarantee relates to fully paid bookings only.

Please note that if we are unable to run some or all of our event excursions/extras that are payable separately to the trip/holiday cost due to Covid-19 but you are able to use your accommodation, according to official regulation, you will receive a refund for the part of the event excursion/extra that is cancelled, i.e. pool party.

The below sets out some examples of circumstances which are not covered by this Outgoing Covid-19 Money Back Guarantee, this list is not exhaustive:

-  Passengers cancelling their holiday. Cancellations by the customer will fall in line with our cancellation policy as outlined in the booking terms and conditions.
-  Passengers who have booked their own transport, which is subsequently cancelled, whilst the holiday booking with Outgoing is still able to take place.
-  Passengers who are required to self-isolate, quarantine or have tested positive for Covid-19. We recommend that you ensure that you have adequate travel insurance in place to cover these types of events.