



Updated March 20, 2020

COVID-19 – Novel Coronavirus Guidance

A message from the team at Outdoor Travel Pty Ltd regarding the outbreak of COVID-19.

Firstly, we would like to acknowledge the unprecedented situation the world is enduring. These are trying times for everyone and we appreciate how difficult this is to navigate. Please note we are carefully monitoring the situation across all our destinations and the risks associated.

The wellbeing of our clients is our highest priority at all times. We are therefore receiving updates from multiple sources including the Australian government travel advisory – Smartraveller as well as international tourism bodies, the World Health Organisation, airlines and our local travel partners and operators.

Many of our partners and local tour operators are implementing temporary policies in response to updates from their respective authorities and their own operational capacities. Please note these policies are changing on an almost daily basis and in some cases more frequently. What that means for us is each reservation is being handled on a case by case basis. We are working tirelessly in gathering information and contacting our clients with the best possible scenario for their particular trip. We will work closely with our operators on your behalf for a decision on amendment / transferring to 2021 & any other available options.

Please be assured going forward, if anything that will impact directly on the bookings you have made through Outdoor Travel, we will contact you as soon as we are able to do so. If you decide not to travel or to postpone or change your holiday as planned, that is at your own discretion. Please contact Outdoor Travel via email as soon as possible.

How can I check the latest advice?

Australian travellers can check the latest travel and health advice at the Australian Government website: <https://www.smartraveller.gov.au/news-and-updates/coronavirus-covid-19>

Please monitor this site closely for any changes to the countries you plan to visit and/or transit.

You can also check the latest health advice on the Australian government department of health website: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Travel Insurance

As mentioned at time of booking, Travel insurance is highly recommended and in some cases compulsory and should be taken out at the time of booking. Each insurance company have their own policy wording – outlined in their Product Disclosure Statement. We suggest you check the relevant wording of your policy with your insurance company directly and monitor their website for the current situation.

For our clients who have policies issued by Outdoor Travel – please see links below regarding their advice:

Covermore: <https://www.covermore.com.au/world-events-and-travel-service-provider-claims-advice>

Suresave: <https://www.suresave.com.au/travel-alerts>

Again, we encourage you to follow the relevant government advice and frequently check this advice. Please feel free to get in touch if you have any questions relating to your holiday – we ask for your patience but are happy to discuss your situation.

Outdoor Travel

Contact Outdoor Travel

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