



COVID-19 & Book with Confidence Guarantee

What is the Book with Confidence Guarantee?

The Book with Confidence Guarantee is applicable if you are no longer **able** to travel **due to COVID-19 related developments**.

For example: you become sick with COVID-19 or someone immediately connected to you does and you are forced into self-isolation, or an Alert Level change means travel becomes impossible, or there is a Government mandate for you not to travel in your local area/region or the area you intend to travel to.

In these and other similar cases there will be no charges levied to make changes to your booking dates. We will provide a 12-month credit or full refund (in exceptional circumstances, determined on a case by case basis) with no cancellation or amendment charges added.

In the case of a request for a COVID-19 related amendment on personal grounds, guests may be requested to provide a medical certificate to confirm the medical grounds on which the request is based.