



## **Book with Peace of Mind & Flexibility** updated 15<sup>th</sup> March, 2021

**Considering the ongoing uncertainty surrounding the International Global COVID-19 pandemic, we have amended our cancellation policy/booking terms and conditions temporarily, offering the peace of mind to all considering one of our wonderful, customised tour packages.**

As we continue to follow government advice and guidelines in relation to the Covid-19 pandemic and international travel, we are committed to give reassurance and flexibility to all our valued clients who had been booked to travel in 2020 and 2021. The last 12 months have been challenging for everyone and our team have been working hard to assist customers to defer bookings to their preferred travel date or hold payments on credit for future travel. We appreciate your patience and the support shown to us as we work through bookings on a month-by-month basis. We are hopeful when the time is right that international travel will return strongly.

If you are a new customer, considering booking one of our tour packages, it is only natural you may have concerns and questions when it comes to booking a tour in advance.

**Therefore, Brack Tours have temporarily amended booking terms and conditions to allow greater flexibility and peace of mind when booking a land Tour Package.**

- We are offering a **full refund on deposits** paid towards any Land Tour Package if you wish to **cancel for any reason up to 01<sup>st</sup> August 2021.**
- Should you wish to cancel or postpone due to travel restrictions or government advice relating to Coronavirus, **you may cancel or postpone up to 45 days out from your travel date. At which time your deposit paid of \$300 will be held on credit for future travel with no expiry date for redemption of credit. All other payments made to Brack Tours will be refunded.**

Brack Tours is a member of ITOA, the Incoming Tour Operators Association of Ireland, whose membership represents Ireland’s premier inbound tour operators committed to the highest professional service and promotion of tourism standards for health, safety, and sustainable tourism development. We are committed to programming ONLY with accommodation and hospitality businesses, visitor attractions and transport providers who have been accredited with their specific safety charter.



The Ireland “Safety Charter” check mark is displayed by tourism businesses who have committed to implement and uphold stringent guidelines for COVID-19 health procedures as developed by Fáilte Ireland, the National Tourism Development Agency of Ireland.



The UK industry-wide “We’re Good to Go” mark provides full consumer confidence for operator adherence to government and public health COVID-19 guidance for businesses, attractions and destinations across the United Kingdom, in conjunction with VisitBritain

For further details on our new “Book with Peace of Mind Policy” and the other measures we have taken to keep your safety and wellbeing at the fore, you may call our Toll-free number 1-855-338-4339 or email [info@bracktours.com](mailto:info@bracktours.com) and a member of our Brack Tours team will gladly assist with any queries or concerns you may have.

**NB: All airline bookings will be subject to their specific terms and conditions at time of booking. Therefore, it is important you check those terms and conditions with your specific carrier before committing to book flights.**

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