



Book Back-Roads Touring with confidence
and provide your customers with flexibility
when they need it the most.

We understand that in today's constantly changing world, you're cautious of restrictive booking conditions. That's why we've introduced some additional flexibility to our booking policies – providing you and your customers with peace of mind when booking their 2021-22 European adventure. Until the 31 December 2021, all new bookings for travel during 2021-22 will benefit from our adapted policies – so now it's easier than ever to plan future travels with Back-Roads.



Unlimited no fee changes & cancellation protection

Relax knowing your customer can have **unlimited penalty-free changes** to their travel dates and choice of tour **up to 60 days prior to departure**. And if they decide to cancel for any reason up to 60 days before their scheduled departure, **we'll hold onto their deposit** so they can use it for another tour, another time – **and give them a full refund of any additional amounts paid**. Flight, tour or accommodation price differences may apply.



Extended Flexibility Policy**

We know how important it is to have the flexibility to adapt to last-minute setbacks. Book before 31 December 2021 for travel during 2021-22 and benefit from our new Extended Flexibility Policy – allowing your customers to make **one change to your departure date or choice of tour up to 30 days before departure**.



Book now, pay the rest later

Your customers can confirm their booking today with an affordable **\$200 deposit** and enjoy the flexibility of paying their remaining balance in instalments that best suit them. Put their mind at ease, assuring them they have **up to 60 days prior to departure** to make their full payment.

**EXTENDED FLEXIBILITY POLICY TERMS & CONDITIONS:

Bookings made under this policy are eligible for one change between 30 and 60 days prior to the original departure date, subject to availability. The deferred tour must be booked at the same time as cancelling the original tour with our Customer Service team. If the deferred tour price is higher than the original amount paid, customers are required to pay the difference at the time of rebooking. If the deferred tour price is lower than the original amount paid, customers will receive a Back-Roads Touring Travel Credit Voucher for the surplus amount. Offers, promotions or discounts applied to the original booking may not be transferrable. This policy does not entitle customers to a full refund. For outright cancellations standard Back-Roads Touring Terms and Conditions will continue to apply. Any unrecoverable costs included in the original tour itinerary (including, but not limited to, items such as flights and other non-refundable activities), will be deducted from the total amount paid. This policy covers the group tour only; any airline hotel and/or other travel service provider change or cancellation fees are solely the responsibility of the customer and are subject to the terms, conditions and/or policies of the relevant airline, hotel and/or other travel service provider which are available from Back-Roads Touring upon request. This policy is applicable to all new bookings made until 31 December 2021 for travel in 2021-22, including customers using a Back-Roads Touring Travel Credit Voucher. Back-Roads Touring reserves the right to withdraw this policy at any time without prior notice and to correct any errors, inaccuracies or omissions at any time without prior notice or liability. However, the policy terms in place at time of booking will remain valid for the duration of your booking. Back-Roads Touring reserves the right to cancel any booking due to unauthorized, altered, ineligible or fraudulent use of the policy. The only exemptions to this policy will be in the event that the COVID-19 Assurance Policy applies. Please refer to the COVID-19 Assurance Policy Terms and Conditions for more information.

STANDARD BOOKING TERMS & CONDITIONS APPLY:

For full Back-Roads Touring Terms and Conditions please see www.backroadstouring.com/terms-and-conditions.

TO KEEP UP TO DATE WITH OUR LATEST POLICIES PLEASE VISIT OUR WEBSITE



backroadstouring.com/booking-flexibility



COVID-19 Assurance Policy*

REST EASY

Book a Back-Roads tour before the 31st December 2021 and rest easy knowing your customers are covered under our new COVID-19 Assurance Policy. At no additional cost to them, new bookings for travel during 2021-22 are now 100% refundable in the unfortunate event they are diagnosed with COVID-19 or unable to travel due to government-enforced lockdowns prior to their scheduled departure date.

HOW IT WORKS

To be eligible for our new COVID-19 Assurance Policy, customers will be required to produce a positive COVID-19 PCR Test Certificate within 14 days, and up to 24 hours prior to their scheduled tour departure date.

In the unfortunate event customers are prevented from travelling due to a sudden government-enforced lockdown, their booking will also be covered by our new COVID-19 Assurance Policy.

Travel companions registered under the same booking reference number will similarly receive a full refund or Back-Roads travel credit if they choose not to continue with their tour.*



Supply a positive COVID-19 PCR
Test Certificate

OR

Unable to travel due to
government-enforced lockdowns



Receive a full refund
or travel credit
up to 24hrs
before departure



Applicable to all
new bookings
for travel during 2021-22,
at no additional cost to you

*COVID-19 ASSURANCE POLICY TERMS & CONDITIONS:

Positive COVID-19 diagnosis: Customers are required to produce a COVID-19 PCR Test Certificate at their own expense, showing a positive diagnosis between 14 days and 24 hours prior to the scheduled tour departure to be eligible for a full refund or a Back-Roads Touring Travel Credit Voucher. Before or after this time, the policy will not apply. This policy is not valid for those in quarantine or self-isolating due to contact with a possible or confirmed case of coronavirus, or self-diagnosis of COVID-19. Back-Roads Touring reserves the right to check the authenticity of the COVID-19 PCR Test Certificate and/or test results with the provider. Government-enforced travel restrictions: Customers prevented from travelling within 14 days and 24 hours prior to their tour departure due to government-enforced restrictions in their home country will be eligible for a full refund or Back-Roads Touring Travel Credit Voucher. Customers will be required to supply proof of address, flight/travel confirmation and details of government-enforced travel restrictions to be eligible. The travel restriction must be government enforced. Back-Roads Touring reserves the right to check the authenticity of documents provided. This policy does not cover any requirement to quarantine or self-isolate on return from a Back-Roads tour to your home country. **Other travellers under the same booking reference:** Under this policy, all travel companions registered under the same booking reference number as the eligible customer can choose to also receive a refund or Back-Roads Touring Travel Credit Voucher. **Standard Terms & Conditions.** Customers who fail to meet the above terms will be ineligible for this policy and standard Back-Roads Touring Terms and Conditions will continue to apply (see www.backroadstouring.com/terms-and-conditions for details). This policy covers the group tour only; any airline, hotel and/or other travel service provider change or cancellation fees are solely the responsibility of the customer and are subject to the terms, conditions and/or policies of the relevant airline, hotel and/or other travel service provider which are available from Back-Roads Touring upon request. This policy is applicable to all new bookings made until 31 December 2021 for travel in 2021-22, including customers using a Back-Roads Touring Travel Credit Voucher. For bookings made via a travel agency, additional fees may be charged by the travel agent directly. Back-Roads Touring reserves the right to withdraw this policy at any time without prior notice and to correct any errors, inaccuracies or omissions at any time without prior notice or liability. However, the policy terms in place at time of booking will remain valid for the duration of your booking. Back-Roads Touring reserves the right to cancel any booking due to unauthorized, altered, ineligible or fraudulent use of the policy.

TO KEEP UP TO DATE WITH OUR LATEST POLICIES PLEASE VISIT OUR WEBSITE



backroadstouring.com/booking-flexibility