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# BOOKING WITH CONFIDENCE

OVERSEAS CHALLENGES

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During these unsettling times our charity partners need our support more than ever. The continued Covid-19 situation puts them in an extremely vulnerable position as a huge portion of their income was lost from cancelled fundraising events over the last two years. Now is the time that we all need to come together to ensure we can continue to help those most in need.

Charity Challenge have operated well over 100 challenges throughout England, Ireland, Scotland and Wales since the end of the first lock down. We are pleased to tell you that all of our UK and Irish challenges are now fully operational with Covid-Safe measures in place.

Our international challenges started again in January 2022 and we are now operational in virtually all of the countries we operate in. With thousands of trekkers and riders waiting to take part in their postponed challenges, we have a busy year ahead of us. We have put into practice all the learning from operating our domestic challenges to ensure we can look after you on your overseas challenge.

We want anyone considering booking or travelling with Charity Challenge to have absolute confidence, so we have put together the following information to support your decision making.

## **1. WHAT HAPPENS IF MY CHALLENGE CANNOT RUN DUE TO COVID-19?**

Please rest assured that if Charity Challenge cannot operate your challenge due to Covid-19, we will offer you a number of options including the chance to:

- ☒ postpone your challenge to a later departure of the same challenge
- ☒ join any other Charity Challenge trip from our extensive portfolio (this year or next)
- ☒ transfer your place to another person
- ☒ receive a refund of monies paid for the challenge (excluding any admin fees)

## **2. WHEN ARE CHARITY CHALLENGE MAKING A FINAL DECISION WHETHER A CHALLENGE CAN TAKE PLACE?**

Most challenges are back up and running, but if for any reason we don't feel your challenge can proceed we will make a decision approximately 12 weeks prior to your challenge.

## **3. WHAT IF I POSTPONE THE CHALLENGE AND THEN THE LATER POSTPONED TRIP IS ALSO AFFECTED AND CANNOT RUN DUE TO COVID-19?**

Even if you move on to another challenge later in the year or the following year, if we still find ourselves in a position where we cannot operate the challenge in the host country due to Covid-19, we will offer you the same options as above, to postpone, to change trips, to transfer your place to someone else or to receive a refund.

## **4. CAN CHARITY CHALLENGE HELP ME WITH MY FUNDRAISING DEADLINE?**

As standard across our international challenges, you should send 80% of your minimum sponsorship target to the charity 12 weeks before departure. However, your chosen charity may be able to offer you some flexibility over this either with the % due, or the number of weeks before departure.

We therefore recommend that you speak directly to your chosen charity. In most cases charities have been extremely understanding of the difficulties around fundraising during the pandemic and have therefore been willing to adjust their fundraising deadlines to support you to take part in the challenge.



## 5. WHAT SAFETY MEASURES WILL CHARITY CHALLENGE HAVE IN PLACE TO ENABLE OVERSEAS CHALLENGES TO TAKE PLACE SAFELY?

Since Covid-19 appeared and international borders closed, we have operated close to 100 UK and Irish challenges with a range of procedures in place to comply with regulations and guidance and provide a safe environment in which to complete challenges. We were able to do this by vigilantly following a variety of government, local authority, and national governing bodies' guidelines. We used these guidelines to produce our own 'Covid Safe' safety management procedures that all our events needed to adhere to. All of our leaders and crew were given online training to understand and carry out these guidelines. We also produced a ['Covid-19 - Keeping you Safe'](#) document that was sent to everyone participating on a challenge.

We are already working with our teams overseas to put in place a number of 'Covid Safe' systems so that our international challenges can operate safely and smoothly.

We will make sure that everyone booked onto an overseas challenge is informed of what measures are being put in place to keep you safe, as part of the run up to your challenge.

Over the last two years, we have worked incredibly hard to keep everyone taking part on a Charity Challenge event safe. We will continue to make sure that your safety is at the center of every decision we make when it comes to operating our challenges.

All of our Challenge Leaders will receive specific training from Charity Challenge around the most up to date guidelines for working safely and they will continue to be updated as further guidance becomes available. Leaders will also be supplied with appropriate PPE for carrying out their work, and for attending to any first aid incidents.

## 6. DO I NEED TO SELF ISOLATE OR QUARANTINE ON MY RETURN TO THE UK , OR BOOK ANY TESTS?

There are no longer any restrictions on returning to the UK.

## 7. HOW CAN I GET AN NHS COVID PASS TO PROVE THAT I AM FULLY VACCINATED?

Most airlines and countries will accept the UK's 'NHS Covid Pass' as proof of vaccination in order to enter a country and to access certain venues (including hotels, restaurants and forms of transport). You can get an NHS Covid Pass digitally through the [NHS App](#) or via the [online NHS Covid Pass service](#).

## 8. HOW CAN I GET AN NHS COVID PASS TO PROVE I'M FIT FOR TRAVEL AFTER RECOVERING FROM COVID-19

As long as you received your positive diagnosis via a PCR test and are now fully recovered, you can download a Covid recovery certificate via the NHS Covid Pass service:

- Visit <https://covid-status.service.nhs.uk/> and enter your login details.
- Once you're in your account area, click on the 'Travel' button.
- Once you scroll down you should see an option to download a recovery certificate. We recommend taking both digital and printed copies with you on your challenge.

If you have any problems, you can call '119' (the NHS Covid number), selecting the automated options for the NHS 'Covid Pass'. They are very helpful and should be able to assist you with any queries you have.

## 9. WHAT PRECAUTIONS ARE AIRLINES TAKING TO PREVENT THE SPREAD OF INFECTION?

Every airline differs, but most are taking hygiene to new levels:

- Enhanced cleaning processes - Janitorial staff at airports across the country are cleaning more frequently and paying special attention to disinfecting high-touch areas like handrails, elevator buttons, door handles, counter tops and food court areas.

- Planes are also undergoing enhanced cleaning, including disinfecting surfaces after each flight.
- Hand sanitiser everywhere - Passengers are more likely to see hand sanitiser on ticket counters, at boarding gates, customer service desks, baggage service offices and lounges. Airlines are setting up their own hand sanitiser dispensers at places like check-in counters and gates in addition to the ones the airports are installing, and on planes too.
- Face masks – Many airports and planes still require passengers to wear face masks whilst inside the building and in transit.
- Air quality - Many airlines have filtration systems for a cabin free of airborne contaminants.

## **10. IS THERE ANY TRAVEL INSURANCE THAT PROVIDES ANY KIND OF COVER FOR COVID-19?**

Our travel insurance partners at [Campbell Irvine](#) have launched a policy which includes Medical Expenses and Cancellation cover for Covid-19. This is a vital piece of cover for any intended overseas trip, so please do read this information carefully.

It provides :

- Medical emergency treatment overseas and medical repatriation if you are diagnosed with Covid-19.
- Cancellation cover to reimburse you for any irrecoverable payments and charges made for travel and accommodation if you have to cancel your trip due to a doctor diagnosing either you, a close relative or your travelling companion with Covid-19 and as a result being advised not to travel.
- Cancellation or Curtailment cover due to denied boarding of public transport if displaying symptoms of Covid-19.

Like all insurance policies, there are specific exclusions, so please read all of the detail before purchasing.

For further information on the updated Campbell Irvine Direct travel insurance policy including Covid-19 cover, please see:

- [FAQ's relating to the new Covid-19 policy cover](#)
- [Specimen Policy Wording](#)
- [Insurance Product Information Document \(IPID Summary\)](#)
- [Click here to get a quote or buy a policy](#)

If you have any questions, please do not hesitate to contact the team at Campbell Irvine. 020 7938 1734. [info@campbellirvine.com](mailto:info@campbellirvine.com). [www.campbellirvinedirect.com](http://www.campbellirvinedirect.com)

## 11. WHAT FINANCIAL SECURITY DO CHARITY CHALLENGE PROVIDE?

We provide financial security for flight-inclusive packages by way of our Air Travel Organiser's Licence (number 6546), issued by the Civil Aviation Authority. When you buy an ATOL protected flight-inclusive challenge from us you will receive an ATOL Certificate in your account area. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. For further information, visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk). Not all challenge or travel services offered and sold by us will be protected by the ATOL Scheme. ATOL protection extends primarily to customers who book flight inclusive packages originating in the United Kingdom.

We also provide full financial protection for any challenges that are packages but DO NOT include flights (and where you are joining from a European country), by way of an insurance policy held with International Passenger Protection Limited and underwritten by Insurers who are members of the Association of British Insurers & Lloyds Syndicates. For further information please go to [www.ipplondon.co.uk](http://www.ipplondon.co.uk).

## COVID-19 FREQUENTLY ASKED QUESTIONS (FAQ'S)

We understand that all the changes in the current environment can be extremely overwhelming and may leave you with many questions as we all adapt to the new way of being. To hopefully ease some of your concerns we have pulled together some [FAQ's](#) around Covid-19.

We hope the above information provides some support, but if you have any further questions please do not hesitate to get in touch.

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# CH>RITY CH>LLENGE

Any more questions?

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