



OVERSEAS CHALLENGES FAQ'S: COVID-19

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1. What happens if my challenge can't run due to Covid – 19?

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

- Postpone your challenge to a later departure (this year or next)
- Join any other challenge from our extensive international portfolio
- Transfer your place to someone else
- Receive a refund of monies paid for the challenge (excluding any admin fees)

Please note there are no admin fees to either postpone or change destinations, should we be forced to cancel your existing challenge due to Covid-19.

2. What if I postpone the challenge and then the later postponed trip is also affected?

Even if you move on to another challenge later in the year or next 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.

3. What if the challenge costs are different on the new challenge that I move to?

If the registration fees are different on your new challenge, we will either invoice you or refund you the difference. Depending on which payment option you have booked with, your balance payment, flexi balance or minimum sponsorship level will need to be adjusted accordingly. This will be clearly explained when changing challenge date or destination.

4. When will you make the decision if my challenge can operate?

We are delighted that from January 2022, our international challenges started operating again and we are now almost at full capacity. We are currently able to operate challenges to most destinations, but there are still some restrictions in place. As you would expect, we are prioritising groups that are departing imminently and will continue to work through the challenges in a chronological order.

There is no set time to make this decision, but we will try and let you know around 12 weeks before departure if there is any advice against travel. Where we can still operate your challenge, we will do so. If advice has been against travel and this is still in place 12 weeks before departure, we will ensure we speak to you and communicate your options.

5. On what basis are you deciding whether to cancel or not?

We are continuously monitoring the advice from the UK authorities - Foreign, Commonwealth and Development Office (FCDO), and Public Health England (PHE), the global health authorities - World Health Organisation (WHO), the government advice from the host countries we are travelling to, our ground agent's perspective of things on the ground, the airlines we fly with, and a number of other national government authorities including the US State Department, the Centre for Disease Control and Prevention (CDC), and the Canadian government travel advisories. If we are advised against travel by the FCDO or prevented from operating your challenge in the host country due to local restrictions, we will postpone your challenge (see Question 1).

6. What if there is no official advice against travel, but I want to cancel anyway?

We respect that some people may feel more comfortable staying at home, and not travelling regardless of the destination or official advice. If you choose to cancel, we will action your request but where there is no FCDO advice against travel, our standard cancellation terms will apply (see [terms and conditions](#)).

7. What if my trip is ground only and I have booked my own flights, and I have to cancel?

Where a challenge is ground only, you will be responsible for your international travel arrangements to and from the host country. If your trip is cancelled or postponed, you will need to liaise with your airline over any changes that need to be made. If official travel advice is given against travel to that country, or the host country refuses to accept flights from the UK, the airline is likely to be flexible over changes to dates and routes. If, however, you cancel of your own accord, despite there being no advice against travel to the host country, the airline is likely to be less flexible. Each airline will have different policies, but you must discuss the situation with them to see what they can and cannot do with your ticket.

8. Do I need a Covid-19 Vaccine to travel?

We strongly recommend that everyone who travels is double vaccinated at least 14 days before travel and is up to date with any boosters offered. In most countries, the requirements to enter and exit the country are considerably more if you are not vaccinated.

9. What if I am not vaccinated?

Some countries will not let you in if you are not double vaccinated and some will require you to self-isolate or quarantine on arrival. This would obviously jeopardise your challenge. If you

are not double vaccinated, you will need to check what additional measures are needed to comply with immigration, and ensure that you can meet the requirements.

10. Will you provide any guidance on what the Covid-19 requirements are to enter and exit the destination country ?

In the build-up to your challenge, we will share information with you from the Foreign, Commonwealth and Development Office (FCDO) Website about entry/exit requirements.

As our flights depart the UK from England, and return to the UK in England, the information we provide is for travel to and from England. If you are travelling on to any other country, you must check if there are any additional measures that you need to take before entering the country.

Please note that it is your responsibility to have all of the necessary documentation to evidence your vaccination and test status. The rules on what is required often changes and so you must check the FCDO website closer to departure to ensure you are aware of the latest requirements.

11. 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](#).

12. 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.

13. How can I prove my vaccination status?

An NHS COVID Pass shows your coronavirus (COVID-19) vaccination details or test results. This is your COVID-19 status. You may be asked to show your pass to travel abroad. You can get an NHS COVID Pass digitally through the NHS App or the online NHS COVID Pass service. Please see here for more info: <https://www.nhs.uk/conditions/coronavirus-covid-19/get-digital-covid-pass/>

14. What precautions are airlines / airports 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.

15. 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.**

Travel Insurance Cover

- 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 due to either you or your travelling companion's direct exposure to a closerelative being diagnosed with Covid-19 resulting in an order via the NHS Test and Trace programme for you to be medically quarantined and not being able 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:

- [FAO'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](#)

16. Do I have to pay my balance for imminent trips, or can I wait and see?

We are continuing to make the plans for your challenge and if you have been invoiced, please continue to pay as normal. If as above, we cannot operate the challenge in the host country due to Covid-19, you will have the chance to postpone, change destination, transfer your place to someone else or get a refund.

17. My challenge includes shared accommodation. How will that work with social distancing?

We will follow all available government guidance regarding shared accommodation facilities. We are working closely with all our accommodation suppliers to ensure that they too are adhering to these guidelines. The precise details as to how these guidelines will be implemented will vary from accommodation to accommodation. You will be informed about the details for your specific challenge in your Final Details document, one month prior to your challenge.

18. Will it be possible for me to pay extra to have a single room?

If you would like to enquire about the possibility of booking a single room, then please email challenges@charitychallenge.com. We cannot guarantee that we will be able to offer single rooms, but if the accommodation supplier can facilitate single rooms, then we will make this available for people who request it. There will be a single room supplement to pay.

19. What happens if I (or someone in my household) am diagnosed with Covid-19, develops a Covid-19 symptom just before the challenge?

Please refer to our '[Covid-19 - Keeping you safe](#)' guidelines and the government advice, regarding what to do if you, or a member of your household, displays Covid-19 symptoms within 7 days of your challenge. We are asking people to not travel to the challenge if they, or a member of their household displays symptoms. Unfortunately, we will not be able to offer refunds as we will have already paid for all services for the challenge at this late stage. See Question 9 about travel insurance cover being in place for exactly this kind of scenario.

20. How will you maintain hygiene and social distancing on vehicle transfers?

Where you are required to use a shared vehicle, we will be following the government guidelines and working with our suppliers to ensure that all possible safety measures are in place. This will vary from challenge to challenge, and precise details will be made clear to you in your *Final Details* document.

21. What PPE will I need to bring on my challenge?

You will be asked to bring a face mask and a bottle of hand sanitiser with you. We will also provide a Charity Challenge buff for your challenge. We will ask you to bring your own full box of rapid antigen/lateral flow tests with you on the challenge (if you have them or can get hold of them), to reduce the pressure on local supplies and to ensure their availability when needed. If anyone displays symptoms of Covid-19 and tests positive, we may ask the rest of the group to undertake a test before the challenge continues.

22. How will you be serving food during the challenge?

We will be ensuring that all government guidelines are being adhered to during the provision of any meals on the challenge. This will vary from challenge to challenge and specific instructions on food distribution will be given to you by your challenge leaders. We will ensure that our leaders are always on hand to offer reassurance and ensure that all guidelines are always being adhered to.

23. What training will your leaders have received around Covid-19 issues?

All of 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 have appropriate PPE for carrying out their work, and for attending to any first aid incidents.

24. What happens if someone on my challenge show symptoms of having Covid-19?

If anyone displays any of the symptoms of Covid-19 during a challenge, then a leader will speak with them and where appropriate will help them to get to a relevant medical facility for help and potential testing. Please see Question 9 about travel insurance cover. This is where this cover would kick in to provide support either with medical treatment, or if you were asked to self-isolate, covering your hotel and food costs. Charity Challenge will then follow up with the entire group to notify you if any Covid-19 test result is positive.

25. What will happen if someone develops symptoms after attending the challenge? Will I be notified, and what would I need to do?

We will provide you with specific details regarding how to contact us should you display any symptoms within 7 days of attending the challenge. If we receive notification from anyone in the group that they have subsequently tested positive for Covid-19, we will let you know.

26. What financial security do Charity Challenge provide?

We provide financial security for flight-inclusive packages and ATOL protected flights 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.

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 and pay for 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.

27. I don't feel safe taking part in a challenge at the moment. What are my options?

We appreciate that some people will feel uncertain about taking part in a challenge. We would advise you to contact us directly, either by email at challenges@charitychallenge.com or by phone on 020 8346 0500.