



UK CHALLENGES FAQ'S: COVID-19

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1. Do you need to make any changes to my challenge due to Covid-19?

Charity Challenge want to reassure everyone taking part in a UK challenge or considering booking on to a UK challenge that we are constantly monitoring official advice and recommendations from Public Health England, the UK Government and other appropriate local authorities and relevant governing bodies.

We are using this official advice to inform our decisions in relation to how we operate our challenges and keeping everyone as safe as possible is key to everything that we do. Although restrictions have in the main been lifted, Charity Challenge continues to encourage everyone to follow these simple instructions in order to reduce the risk of transmission:

- We strongly **recommend** that anyone doing a challenge with us is fully vaccinated and has any recommended boosters when offered.
- We recommend that you carry a face mask with you at all times. You may be asked to wear it at your accommodation, whilst using transport or in case of medical emergencies.
- Carry a small bottle of personal hand sanitiser and use this before and after using stairs and gates that result in you needing to touch regularly used surfaces.
- Avoid sharing food or water with other members of the group.
- Respect other people's personal space.

2. What happens if I make a booking with Charity Challenge and the challenge can't run, due to Covid-19?

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

- the chance to postpone your challenge to a later date
- the chance to join any other Charity Challenge trip from our extensive UK and international challenge portfolio (please see Questions 5 regarding differences in challenge costs below)

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

If you cannot make an alternative date set for your challenge, and there are no other challenges within our entire portfolio that you would like to move on to, you will be entitled to transfer your place to someone else and we will waive any administration costs (as mentioned in our [terms and conditions](#)) or to receive a full refund of monies paid to us.

3. What happens if I live in an area where there is a local lockdown, or restrictions put in place, that mean I cannot take part in my challenge?

We ask that everyone takes personal responsibility and follows any official guidelines relevant to their local area. If you are unable to travel to your challenge, then we ask you to contact us

as soon as possible. Unfortunately, we will not be able to offer refunds as we will have already incurred costs for your place. We will however, do our best to move you to a later challenge date but there will be a fee to do this, which will vary depending on what costs we have already incurred. Please email challenges@charitychallenge.com to inform us of your situation and we will do our best to help.

4. What if I postpone the challenge and then the later revised trip is also affected?

If you move on to another challenge later in the year, and we still find ourselves in a position where we cannot operate the challenge due to legal restrictions around 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 full refund.

5. 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.

6. When will you know if my challenge will run?

At the moment, ALL UK challenges are operating. If the situation changes, we will get in contact.

7. 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 and taking part in a small group event, regardless of any legal advice. If you choose to cancel, we will action your request but where there is no legal advice against travel, our standard cancellation terms will apply (please see our [terms and conditions](#)).

8. What precautions are Charity Challenge taking to prevent the spread of infection on their challenge events?

Since May 2021, we operated many of our challenges throughout the UK. 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 that all of our events needed to adhere to. All of our leaders and crew were given online training to understand and carry out these guidelines. We produced a ['Covid-19: Keeping you Safe'](#) document that was sent to everyone participating on a challenge.

We are constantly reviewing any new guidelines from the government, and we will update all of our safety procedures and let all our participants know what safety measures will be put in

place for their specific challenge. Even now that restrictions, in the main, have been lifted, we continue to encourage best practice to our suppliers, staff and participants.

9. What happens if I (or someone in my household) develops a Covid-19 symptom within 7 days of the challenge? Will I receive a refund?

Please refer to our ['Covid-19: Keeping you safe'](#) document, 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 gets a positive result or displays any 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.

Certain Covid related issues are insurable, and you can find out more about this through our recommended travel insurance provider where you are able to purchase a policy for UK travel.

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

Very few of our challenge itineraries require the use of shared vehicles. However, 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.

11. There has been a lot of media coverage about putting pressure on local communities, and around visiting popular beauty spots. What are you doing to prevent increasing this pressure?

We are very aware of a lot of the negative publicity that has occurred around people flocking to popular beauty spots as lockdown measures have been eased. We will be co-ordinating closely with local authorities to reduce our impact on the communities we pass, as much as possible. On certain occasions this may involve us slightly altering the route or timings of the challenge. If this is the case, you will be informed of this in your *Final Details* document.

12. 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. Hand sanitiser stations are frequently available in the accommodation, before meals, and before boarding vehicles.

13. My challenge includes several meals and I'm concerned about eating in public places with shared facilities. 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.

14. 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.

15. What happens if someone on my challenge shows symptoms of having Covid-19?

If anyone on a challenge displays any of the symptoms of Covid-19 during a challenge then a leader will speak with them and where appropriate will ask them to phone 111 for further advice. Our leaders are experienced first aiders, but they are not medical professionals and we believe that it would not be appropriate to ask our leaders to attempt to make their own diagnosis.

If the advice from NHS 111 is that the person should seek a test then one of our leaders will immediately support them so that they are able to promptly travel either home, or to an appropriate test centre, safely. Charity Challenge will then follow up with the entire group to notify you if the test result is positive.

16. 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.

17. 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 cancellation cover for Covid-19.

Travel Insurance Cover

- 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 close relative 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.

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](#)

18. 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.

Our booking terms and conditions can be [viewed here](#), this will provide you with information regarding fees for transferring your booking to a later date or cancelling your booking.