

# CORONAVIRUS GUIDANCE

The Coronavirus situation is currently developing on a daily basis. Here is our guidance for how refunds will be handled by Booking Protect:

Our terms and conditions currently covers illness so a customer **will** be refunded if they or any of their immediate family contracts coronavirus and this is supported by a doctor's note stating they shouldn't attend the event.

If a customer is in a high risk group and they receive advice from a doctor supported by a doctor's note not to travel to a certain area then their refund **will** be paid.

Our customer terms and conditions exclude Government or Government agency travel bans as follows "you are prevented from travelling to a booked event due to an outbreak of a contagious disease and the Government or any agency acting on behalf of the Government has imposed a ban on travel" therefore if an event is due to happen whilst a ban on travel is in place then a refund **will not** be issued irrespective of your reason for claiming.

We **will not** issue refunds where a customer does not attend an event because they are concerned about catching coronavirus or where the event is cancelled.

FOR ANY FURTHER QUESTIONS PLEASE EMAIL US AT [INFO@BOOKINGPROTECT.COM](mailto:INFO@BOOKINGPROTECT.COM)