



*Suggested wording

We completely understand that customers may feel frustrated by the process of receiving a refund but we would ask for your patience and understanding at this incredibly challenging time.

Many day trip providers are doing all they can to help their customers but they have not yet received refunds from suppliers which makes the provision of timely refunds particularly difficult on such a large scale in such a short space of time.

We'd like to thank customers for their understanding and patience. By following the steps below it will help to ensure that when this crisis is over our customers will be able to book and enjoy their excursions in the same way as they have done for many years.

We would recommend the following steps:

1. If possible, postpone your trip or accept a voucher, don't cancel – this will mean you have an excursion to look forward to in the future, and it will help your trip provider maintain its cash flow through the short-term challenges.
2. If you are awaiting a cash refund, please be patient with us as we process this: we are dealing with an exceptionally high volume of enquiries.

Nobody knows for sure how long the current coronavirus pandemic will last, but we know that we will come out of the other side and we want to do all that we can to ensure that when we do, our customers are still able to book and take their tours and trips with us.