



TRAVEL WITH CONFIDENCE

#ADVENTUREATYOURSIDE

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Undoubtedly travelling to different places and destinations whether that be in the UK, Europe or further afield is unlikely to be the same as it was before COVID-19. Travel companies, tour operators and participants need to embrace this change, but it doesn't mean challenge events can't be safe – they can, they will still deliver the same amount of fun and enjoyment, and just as importantly you will still get a massive sense of personal achievement on completion. One of the main benefits of a charity challenge is that most of the itinerary takes place outdoors and it is clear this reduces the risks of COVID-19 significantly.

We have been running challenge events for 20 years and in that time, we have seen many things have an impact on our industry and travel in general - from natural disasters, volcanic ash clouds, credit crunches, Brexit and now the COVID-19 pandemic. The current pandemic is extremely serious, and all should be following the current guidelines in order to remain as safe as possible.

We believe in being open and transparent and we hope the information on this page will give you the clarity and the confidence you need as it outlines the changes, we and our suppliers are making to significantly reduce the risks of COVID-19. It details how we are increasing hygiene and cleanliness processes for the health and wellbeing of everybody associated with our challenges. The policy will evolve as time goes on and we continue to monitor local public health recommendations. What won't change is our commitment to keeping you safe, so you have the confidence to continue exploring our amazing world!

BEFORE YOU TRAVEL

BOOKING PROCESS	MORE FLEXIBLE TERMS	CUSTOMER CARE
<ul style="list-style-type: none"> ▪ Flexible booking process that allows you to spread the cost of your initial registration fee over two separate payments. Our newly introduced challenger scheme allows you to pay 40% at time of booking and the remaining 60% 4 months later* 	<ul style="list-style-type: none"> ▪ Opportunity to transfer for free to another date or challenge up to 56 days before departure. 	<ul style="list-style-type: none"> ▪ Our fantastic Customer Care team will be on hand in the lead up to your challenge to help with any questions you have prior to departure, in addition to keeping you updated so you feel safe and can travel with confidence.
	<ul style="list-style-type: none"> ▪ Significantly reduced single supplement cost for solo participants who would like single occupancy accommodation throughout their challenge** 	

*if applicable

**subject to availability

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FINANCIAL SECURITY

ATOL	FINANCIAL PROTECTION INSURANCE
<p>We hold an Air Travel Organisers Licence (ATOL number 6506) issued by the Civil Aviation Authority. ATOL is a protection scheme for overseas air packages and flights managed by the Civil Aviation Authority (CAA). Many of the flights and flight-inclusive challenges we deliver are financially protected by the ATOL scheme. But ATOL protection does not apply to all challenges. Challenges not covered by the ATOL scheme are covered by our Financial Protections Insurance. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. Please see our booking conditions for information or for more information about financial protection and the ATOL Certificate go to: www.atol.org.uk/ATOLCertificate</p> 	<p>As a company committed to customer satisfaction and consumer financial protection and in accordance with "The Package Travel and Linked Travel Arrangements Regulations 2018". All passengers booked on challenges with Global Adventure Challenges Ltd that are not protected by the ATOL scheme are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Global Adventure Challenges Ltd. This insurance has been arranged by Towergate Chapman Stevens through Zurich Insurance PLC.</p> 



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TRAVEL AND TRANSFERS

As with all Tour Operators and other travel companies, travel and transport providers are just as serious about making travel safe. Below we have outlined changes and what to expect. If we feel any additional measures are needed, we will inform you in the lead up to your challenge departure date.

AIRPORTS AND AIRLINES	EUROSTAR, TRAINS AND FERRIES	COACH AND MINIBUS TRANSFERS
<ul style="list-style-type: none"> From the moment you arrive at the airport, you'll see everything airports and airlines are doing to ensure your safety and wellbeing. So that everyone can maintain a safe distance, airlines and airports are likely to limit the numbers of customers in our check in zones so please make sure you allow more time than usual for your journey at the airport. 	<ul style="list-style-type: none"> As with airlines and airports you will notice increased cleaning of services at stations as they have introduced much stricter hygiene practices. 	<ul style="list-style-type: none"> All coaches and minibuses will run on reduced capacity.
<ul style="list-style-type: none"> You will notice regular cleaning of all surfaces so airports and airlines will have much stricter hygiene practices. 	<ul style="list-style-type: none"> Eurostar require all passengers to wear a face mask and are currently running on reduced capacity, to ensure there is plenty of space on board. 	<ul style="list-style-type: none"> You will be required to wear a face mask or face covering that clearly covers your mouth and nose.
<ul style="list-style-type: none"> You are likely to need to wear a face mask or face covering when travelling. 	<ul style="list-style-type: none"> Current requirement for ferries is that you must wear a face covering. 	<ul style="list-style-type: none"> You will be asked to use hand sanitizer upon entering and exiting the vehicle. Most of the vehicles will have a supply of hand sanitizer available, but you must also bring your own.
<ul style="list-style-type: none"> Each airline will likely have different protocol and we will inform you of any additional measures in the lead up to your challenge. 		<ul style="list-style-type: none"> All vehicles will have key touch points (door handles, seat backs, window locks etc.) disinfected daily and where necessary and practical between journeys.
		<ul style="list-style-type: none"> Unless necessary food will not be consumed in the vehicles.

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ACCOMMODATION

Countries around the world have taken the situation with COVID-19 very seriously. Governments in each country are implementing new procedures for their hospitality industry. Alongside our suppliers we continue to monitor and check each accommodation provider on the challenge to ensure they have increased and improved their cleanliness and hygiene processes/standard operating procedures in line with local and our own guidelines.

HOTELS	BUNKHOUSES/HOSTELS	CAMPING
<ul style="list-style-type: none"> ▪ Check in processes are likely to change and there will be less human contact as hotels introduce new check-in system that become more automated including touchless transactions. 	<ul style="list-style-type: none"> ▪ We are still awaiting further information on guidelines from bunkhouses and hostels. We will update this section as soon as the information is available. 	<ul style="list-style-type: none"> ▪ You will use the same tent and sleeping mattress (where included) throughout the challenge.
<ul style="list-style-type: none"> ▪ All hotels will have improved cleanliness and hygiene processes – rooms will be thoroughly cleaned and disinfected before you check-in including any key touch points. All linen and towels will have been thoroughly cleaned or be brand new. 		<ul style="list-style-type: none"> ▪ All camping equipment will be thoroughly cleaned and disinfected after each challenge.
<ul style="list-style-type: none"> ▪ More frequent deep cleaning of high touch surfaces. 		<ul style="list-style-type: none"> ▪ Mess tents and communal areas will have sufficient space to allow social distancing. Please note this is not always possible on every campsite.
<ul style="list-style-type: none"> ▪ Hotel staff are likely to be wearing PPE (Personal Protective Equipment). 		<ul style="list-style-type: none"> ▪ Where possible camps will be spaced out more than normal to improve social distancing measures.
<ul style="list-style-type: none"> ▪ New policies in place to respect social distancing including social distancing signage and better spacing in common areas such as restaurants, receptions and meeting rooms. 		<ul style="list-style-type: none"> ▪ Your support/event crew will be thoroughly briefed on new protocols that reduce the risk of COVID-19. This will include increased cleaning and disinfecting of the camp facilities including toilets, washing, communal and food preparation areas.

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ON YOUR CHALLENGE

Like the accommodation protocol, we will check each restaurant and/or meal provider/supplier to ensure they have increased and improved their cleanliness and hygiene processes/standard operating procedures in line with local and our own guidelines - this includes our own processes when we are responsible for the delivery of food on a challenge.

Just as your safety and welfare is of the upmost importance to us, so is the safety of our Event Team which includes our head guides, challenge leaders, porters, cooks and any other member of offering support on your challenge.

FOOD & MEALS	ACTIVITY – TREKKING, CYCLING, DOG SLEDDING	YOUR CHALLENGE/EVENT TEAM
<ul style="list-style-type: none"> Where possible we will avoid buffet lunches and pre-packed lunches will be provided instead. 	<ul style="list-style-type: none"> Face masks/coverings will be needed on your challenge so we can adhere to local guidelines and laws, also when a form of social distancing isn't achievable such as when the group have to congregate – your challenge leaders and guides will let you know when to wear any coverings/ masks. 	<ul style="list-style-type: none"> Your Event Team will avoid unnecessary contact with you. If contact is needed, they will wear the necessary PPE. Unfortunately for the time being this means no group hugs! However, we will get our thinking caps on other ways we can celebrate - we are always open to suggestions!
<ul style="list-style-type: none"> If we have to use a buffet style delivery either at breakfast, lunch or evening meal then the food will be served by a member of the Event Team wearing the appropriate PPE. 	<ul style="list-style-type: none"> Where possible and practical, and weather permitting, we will look to complete briefings in an outdoor environment. 	<ul style="list-style-type: none"> Your Event Team will be issued with the necessary PPE equipment, this is irrespective of their role on the challenge.
<ul style="list-style-type: none"> Meals served and eaten in mess tents will adhere to social distancing meaning more space allocated between yourself and your fellow participants. On some occasions it may be necessary to have multiple sittings. When this is necessary your challenge leader will inform you on the challenge. 	<ul style="list-style-type: none"> At times on the challenge it may be necessary to introduce measures to control the flow of participants and other members of the general public. In these circumstances please respect the decision of the challenge leader and/or event/support crew this decision will have been taken with the best interests for your welfare in mind. 	<ul style="list-style-type: none"> Your Event Team will be fully briefed on the importance of wearing their PPE equipment which will protect both themselves and yourself on the challenge. They will also be up to date on all health and safety policies during these evolving times.



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ON YOUR CHALLENGE CONT'D

FOOD & MEALS	ACTIVITY – TREKKING, CYCLING, DOG SLEDDING	YOUR CHALLENGE/EVENT TEAM
<ul style="list-style-type: none"> ▪ Hand sanitizer will be provided as standard at meal times around the mess tents and food serving areas. 	<ul style="list-style-type: none"> ▪ Your Challenge leader and/or head guide will inform you of any safety measures when entering monuments or public sites that form part of the challenge itinerary. 	<ul style="list-style-type: none"> ▪ We will put in place a clear workable policy for your Event Team (both in the UK and overseas) that stipulates that they must not work if feeling unwell.
<ul style="list-style-type: none"> ▪ Meals served in restaurants and at hotels will all have new protocols in place that follow social distancing guidelines. Where possible we will look to eat outdoors if the climate permits. 	<ul style="list-style-type: none"> ▪ Group sizes, especially on overseas challenges are likely to be slightly smaller than previous years to ensure we can achieve the points in this document. 	<ul style="list-style-type: none"> ▪ The Event Team will brief you and ensure compliance throughout the challenge.
<ul style="list-style-type: none"> ▪ New social distancing measures at restaurants and in hotels/accommodation providers may mean that on larger groups multiple sittings will be required. 	<ul style="list-style-type: none"> ▪ We suspect you may get sick of us constantly reminding all about having really high hygiene standards throughout the challenge – but we promise not to be killjoys! 	<ul style="list-style-type: none"> ▪ The Event Team will be supported by our emergency on call team who are available 24/7.

In addition to all the changes noted above we also need participants to play their part in achieving a safe and enjoyable challenge.

WHAT WE NEED YOU TO DO	WHAT WE NEED YOU TO BRING
<ul style="list-style-type: none"> ▪ We ask that everyone takes responsibility by being extra vigilant and maintain extremely high hand and personal hygiene standards. 	<ul style="list-style-type: none"> ▪ You need to make sure you bring the necessary PPE (face masks, face coverings such as a buff and gloves), you also need to bring enough antibacterial hand gel (preferably alcohol based) that will last the entire challenge. We will also have extra supplies of these items as will our suppliers.
<ul style="list-style-type: none"> ▪ Comply with any instructions or guidance from our Event Team. 	<ul style="list-style-type: none"> ▪ We are asking participants to bring a small supply of their own cutlery on the challenge – items you need to bring will be detailed in your kit list.
<ul style="list-style-type: none"> ▪ Avoid sharing water bottles. 	
<ul style="list-style-type: none"> ▪ Unfortunately, at the moment no hugs, handshakes or kisses. 	