



Terms & Conditions as related to Coronavirus (COVID-19) only for travel in 2020/2021

The following Terms & Conditions apply only to those countries that the [World Health Organization](#) (WHO) has explicitly placed travel restrictions on, or, where member countries are enforcing travel restrictions, as related to the Coronavirus disease outbreak.

1. EXISTING BOOKINGS

A. If you have booked a private tour and your group would like to postpone your trip to be completed within 12 months of the original tour start date, you may do so at no extra charge, as long as the booking is amended 45 days or more prior to the start of the original tour date.

B. If you are booked on a group tour, you may transfer your booking to the same tour taking place at a later date (no later than 12 months after the start of the original tour date) at no extra charge* as long as the booking is amended 45 days or more prior to the start of the original tour date. However, this is subject to availability. If the same tour does not run within 12 months (due to insufficient bookings or other reasons) you may use paid funds towards another Whitehawk tour within that time frame. Additional fees may apply.

2. NEW BOOKINGS – MULTI-DAY TOURS

C. The \$800 deposit fee for all reservations, normally due at time of booking, will be deferred until 6 months prior to tour start date. If tour dates fall less than 6 months out, deposit will be due at time of booking. Final payment will be due 3 months prior to start date of tour.

D. The deposit will be refundable in the event that travel restrictions change due to COVID-19, impacting the dates of the tour. Deposits can also be carried over to new tour dates if the trip is postponed. Additional fees may apply.

3. NEW BOOKINGS – DAY TOURS

E. Bookings made between 1 November 2020, and 31 March 2021 will not require a deposit to reserve the dates. Full payment will be due on day of tour.

F. Bookings made from 1 April 2021 and beyond will require a minimum \$50 deposit. If the tour is canceled less than 24 hours prior to the day tour, the deposit is non-refundable. However, it may be applied to a future tour date based on availability.

4. ADDITIONAL TERMS & CONDITIONS FOR ALL BOOKINGS

G. Any expenses or costs not included in the tour price (such as domestic flights, extra nights of accommodation or other activities that may have been invoiced and paid for already) will not be refunded. In such instances, you are advised to claim a refund from your personal travel insurance.

H. If your country of origin (from where you will travel to reach the trip destination) or the country of the tour itself are subject to travel restrictions with less than 45 days prior to the start of the trip, you will be able to postpone your trip up to 12 months after the start of the original tour date, however, any non-refundable items (such as local flights, down payments, bank and wire transfer fees, taxes, etc.) will not be credited.

I. If you decide to completely cancel a booking due to the Coronavirus disease (COVID-19) outbreak and you are traveling from/to a country without any official World Health Organization travel restrictions, our standard [Terms and Conditions](#) will apply. In this case, you are advised to claim a refund from your personal travel insurance.

J. Although these are our Terms & Conditions, Whitehawk will make every effort to provide solutions for both our clients and Whitehawk.

Additional information can be found at the [CDC website](#) and for up-to-date interactive maps, please visit the [Johns Hopkins Center website](#).

*If the amended booking is transferred to a tour with less than the maximum number of participants, each participant may be charged a small supplement.