FAQ’s for group bookings made for travel in the Summer Term between the 17th of May and the 31st July 2021.

1. What happens if a child is required to self-isolate just prior to the trip and can’t travel, are they covered by PGL insurance? (Will they get their money back)

*Our insurance policy provides cover for children who have tested positive for COVID-19 but not those that are self-isolating due to having been in contact with a person who has tested positive. We are however committed to supporting schools, teachers and parents during these exceptional circumstances and would refund any payments made for the child in full.*

1. What happens if the whole class or group bubble is required to self-isolate just prior to the trip and they can’t travel?

*We would in the first instance look to rearrange your trip to a future date before the end of the summer term, at no extra cost. If this were not possible, we would move deposit monies to a mutually agreeable future date, again at no additional cost, and refund any monies paid over and above deposits. If no suitable alternative date could be found, or this solution was not acceptable to you, we would waive any cancellation charges that would ordinarily be payable and provide a full cash refund*.

1. What happens if someone shows symptoms or tests positive for COVID-19 whilst staying on one of our centres and their trip is cut short. Are they covered by insurance? (Would they get part of their money back?)

*Anyone with symptoms or who tests positive for COVID-19 whilst at a PGL centre would be asked to make arrangements to be taken home as soon as possible in line with both PHE and DfE guidelines. Our insurance policy would cover them for curtailment of the trip, and they would be refunded for the proportion of the trip that they have missed.*

1. If the whole bubble were required to go home and self-isolate, would the whole bubble be covered by insurance? (Would they all get part of their money back?)

*The group would be required to make any necessary arrangements to return home as soon as possible in line with PHE and DfE guidelines. Our insurance policy does not provide cover when the entire group is forced to curtail their trip due to COVID-19 but we will in any event refund the group for all aspects of the trip that were not delivered.*

1. What would happen if the UK roadmap dates were put back due to scientific data results and we could no longer travel?

*We would in the first instance look to rearrange your trip to a future date before the end of the summer term, at no extra cost. If this were not possible, we would move deposit monies to a mutually agreeable future date, again at no additional cost, and refund any monies paid over and above deposits. If no suitable alternative date could be found, or this solution was not acceptable to you, we would waive any cancellation charges that would ordinarily be payable and provide a full cash refund*.