CORONAVIRUS INFORMATION

Last updated – 30th November 2020

Although there have been many positive developments around the world and we have started to host volunteers in some of the destinations we work in, the coronavirus outbreak is continuing to cause disruption.

The majority of our local teams are now in a position to start welcoming volunteers again, however there are still a few obstacles to overcome. Although many of the destinations we work in are listed on the safe to travel list, several airports still remain closed and visas are not being issued. On the other hand, we have many destinations where the borders are open and welcoming international tourists, but the UK government are still advising against ‘all but essential travel’.

It really is just a matter of time before the countries we support open their borders and are present on the safe to travel list. With this in mind, we hope that by the end of the year the vast majority of our programmes will be fully operational and everyone cannot wait to start receiving your much-needed support.

If you have any concerns about volunteering abroad with The Mighty Roar in the future, then please have a good read through all of the information provided below – where hopefully all of your questions have been answered.

What programmes are currently affected by the Coronavirus?

We have made the difficult decision to recommend that everyone travelling before the 31st January 2021 to postpone to a later date or to cancel – unless you are volunteering in Tenerife, Greece or Namibia.

We are constantly monitoring the situation around the world and we will continue to make regular announcements and to update this document with the latest information about all of our programmes.
I’m due to be travelling BEFORE the 31st January, what should I do?

If you were due to travel with The Mighty Roar before the 31st January 2021, then please read through all of the information within this document. You will find details on how to easily postpone your trip for free and what our relaxed refund policy includes.

Can I cancel my placement and get a full refund?

Given the current situation, we believe we have gone above and beyond what is required and offered by the majority of travel organisations. We have greatly reduced our terms and made them more flexible to allow everyone as many options as possible.

The refunds available to you will depend on several factors. These include the reason you are cancelling, the programme you are enrolled onto, the current situation of the coronavirus in your destination and your original dates. All refund requests will be dealt with on a case-by-case basis and a general overview can be found below.

If the Foreign Commonwealth Office advises against ‘all but essential travel’ to your selected destination then you have a few options. Please note this is relevant for all volunteers who were due to join The Mighty Roar before the 31st January 2021.

1) You are more than welcome to postpone your trip to a later date (no admin fee charge).
2) Alternatively, we are able to offer a refund of the programme fee and any weekend trips you have enrolled onto.

If you are looking to cancel your placement then please get in contact with us via email – hello@themightyroar.co.uk.

I’m due to be travelling AFTER the 31st January, what shall I do?

Understandably, it is impossible to judge how this worldwide pandemic may persist in the near future. However, since the recent government updates, there have been many positive signs that things will improve in the not so distant future. With many countries now exempt from the travel ban and borders starting to open up around the world, we hope that we will be able to start hosting volunteers again very shortly.

However, it is important to note that there are still several major hurdles to overcome, including international airports being closed, visas not being issued, quarantine processes and social distancing protocols to adhere to (leading to capacity problems). With this in mind, we ask that all volunteers please bear with us until full information is released and to allow us to come up with any possible solution to allow as many of you to travel and volunteer in the near future.

With the above in mind, we ask that everyone due to travel from the 31st January onwards to remain positive. All destinations we work in remain safe and eager to start receiving the help from our volunteers.
If you are due to travel before the estimated dates provided above, then it is totally up to you as to whether or not you start to look at postponing or cancelling your placement. Please keep reading through this document to find information about the relaxed payment deadlines and details on how to postpone or cancel if absolutely necessary.

I’m due to pay my remaining programme fee shortly, what should I do?

Our standard terms and conditions have meant that all remaining fees are due no less than 60 days before your programme start date. As it stands, we are relaxing all payment deadlines until further news is announced and you will not need to pay for any programme fees until we know trips will be going ahead.

Can I postpone my placement without any charge?

We are offering increased flexibility with regards to any changes that you choose to make due to the coronavirus. At this moment in time and in light of the current situation, we are waiving the £39 admin fee for postponing your trip.

If you are looking to postpone dates or perhaps select a different destination for your upcoming volunteering trip, then please get in contact with us via email – hello@themightyroar.co.uk.

Will my travel insurance cover me if I decide to cancel my trip?

If you have taken out the Endsleigh Travel Insurance through The Mighty Roar BEFORE 16:27PM on the 11th of March 2020, then the following policies apply regarding the coronavirus.

Endsleigh does not provide cancellation protection regarding coronavirus cancellations, especially if it is a “disinclination to travel” (for example if there is no advice against ‘all but essential travel’ but you choose not to go) – as will be standard with most policies.

However, the increase in flexibility from The Mighty Roar and the majority of airlines, will provide you with a good level of protection.

Please note, there are still many scenarios that you may be covered for, including but limited to:

- In the event you are taken ill with the Coronavirus prior to your trip and is unable to travel, you will be able to lodge a claim under the cancellation and curtailment section.
- In the event you are taken ill during your trip, you will be able to lodge a claim under the emergency medical section for necessary treatment, repatriation etc.. This will only be effective if you did not travel when the Foreign Commonwealth Office advised against all but essential travel.
- In the event you are placed into compulsory quarantine on the order of a treating medical practitioner, you will be able to lodge a claim under the cancellation and curtailment section.
Unfortunately, in the event that a foreign government prohibits or restricts travel to a country, this is not covered by the policy.

If you have taken out the Endsleigh Travel Insurance through The Mighty Roar AFTER 16:27PM on the 11th of March 2020, then you will not be covered for any claims relating to Coronavirus under the cancellation or curtailment charges section.

If you have sourced your travel insurance from an external organisation, then you will need to contact them or read through your policy documents to see exactly what you are covered for.

What will happen about a refund for my flights?

Your flight tickets will be bound by the airline’s own policies, which are outside of The Mighty Roar’s control. If you did book your flights through The Mighty Roar, then we will of course update you with any changes to your flight schedule and can contact the airline to find out the current refund / cancellation options being provided.