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## COROAVIRUS INFORMATION

**Last updated – 23<sup>rd</sup> September 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 are both present on the safe to travel list and open their borders. 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 31<sup>st</sup> October 2020 to postpone to a later date or to cancel – unless you are volunteering in Greece.

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 looking to volunteer with The Mighty Roar in the near future, is there anything I need to know?**

We are delighted to have started accepting applications to volunteer once again. We appreciate that the pandemic has caused major disruption to everyone's lives and that travel is a little uncertain in the coming months.

With this in mind, we have relaxed our standard terms and conditions for all applications made before the 31<sup>st</sup> December 2020. **All volunteers who book between these dates will be able to amend their start dates, duration, programme and destination easily and free of charge – giving you total peace of mind. As always, all monies paid to The Mighty Roar are 100% financially protected.**

We have been keeping a close eye on the involving situation around the world and after speaking with our local teams we have come up with a rough guide for each destination. Please note, this is by no means official, just information gathered by the local governments and media. The below information is just a guide and is being shared to give a rough idea of when you may expect to start travelling again.

**Bali** – Estimated to open borders in January 2021.

**Costa Rica** – Estimated to open borders in time for the turtle laying season (March 2021).

**Ghana** – Borders are open and Ghana are welcoming international travellers, just waiting to be listed on the UK safe to travel list.

**Greece** – Able to host volunteers now.

**India** – Estimated to open borders in November.

**Namibia** – Borders are open and Namibia are welcoming international travellers, just waiting to be listed on the UK safe to travel list.

**Nepal** - Estimated to open borders sometime in November.

**South Africa** – Borders are set to open to international travellers on the 1<sup>st</sup> October 2020. Just waiting to be listed on the UK safe to travel list.

**Sri Lanka** – On the UK safe to travel list, just awaiting the borders to open. Estimated November 2020.

**Tanzania** – Borders are open and Tanzania are welcoming international travellers, just waiting to be listed on the UK safe to travel list.

**Tenerife** – Welcoming volunteers now, just waiting to be listed on the UK safe to travel list.

**Thailand** – On the UK safe to travel list, just awaiting the borders to open. Estimated December 2020.

**Vietnam** – On the UK safe to travel list, just awaiting the borders to open. Estimated November 2020.

**Zimbabwe** – Borders are set to open to international travellers on the 1<sup>st</sup> October 2020. Just waiting to be listed on the UK safe to travel list.



### **I'm due to be travelling BEFORE the 31<sup>st</sup> October, what should I do?**

If you were due to travel with The Mighty Roar before the 31<sup>st</sup> October 2020, 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.

### **I'm due to be travelling AFTER the 31<sup>st</sup> October, 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 31<sup>st</sup> October 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, you can make any changes to your volunteer application easily and for free. If you are looking to make any changes to your upcoming volunteering trip, then please get in contact with us via email – [hello@themightyroar.co.uk](mailto:hello@themightyroar.co.uk).



## What is the refund policy?

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 or there are currently travel restrictions in place, then you have a few options. **Please note this is relevant for all volunteers who were due to join The Mighty Roar before the 31<sup>st</sup> October 2020.**

- 1) You are more than welcome to postpone your trip to a later date or to make additional changes free of 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](mailto: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 11<sup>th</sup> 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 11<sup>th</sup> 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.

