COROAVIRUS INFORMATION

Last updated – 4th June 2020

As the coronavirus outbreak is continuing to cause disruption around the world, many people are questioning if and when they will be able to travel. As most of you already know, The Mighty Roar always follow the advice issued by the UK Foreign Commonwealth Office (FCO), which is a government led organisation.

If you have any concerns about your upcoming volunteer programme or travel plans, 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?

As of the 17th of March 2020, the UK Foreign and Commonwealth Office have advised against all non-essential travel worldwide indefinitely.

With this in mind, we recommend that all volunteers due to start before the 15th of July 2020, postpone to a later date or cancel. You will find full details on your options listed further below.

I’m looking to book with The Mighty Roar in the near future, but I’m worried about the Coronavirus?

As travel restrictions around the world are starting to ease and lots of positive information is being shared through the media, The Mighty Roar has decided to start accepting applications from the 1st of June 2020. Our local teams and programmes around the world desperately need help from our amazing volunteers more than ever.

We are relaxing our standard terms and conditions for all applications / bookings made between the 1st of June 2020 and the 31st 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. As always, all monies paid to The Mighty Roar are 100% financially protected as is required by law.

In terms of our service, we continue to reply to all emails within 24 hours and are available by telephone, email, online chat, whatsapp and Facebook for your peace of mind. Please take a moment to read through our latest reviews on our website with volunteers more than happy about our service levels during these difficult times - https://themightyroar.com/reviews.

I’m due to be travelling BEFORE the 15th July, what should I do?

If you were due to travel with The Mighty Roar before the 15th of July 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 15th July, 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 update, there have been many positive signs that things will improve in the not so distant future. With some measures being eased and a positive plan over the coming months, we hope that we will be able to start hosting volunteers again very shortly.

With the above in mind, we ask that everyone due to travel from the 15th of July onwards to remain positive. All destinations we work in remain safe and as soon as the restrictions have been lifted everything will continue as normal.

You are of course more than welcome to start making arrangements to postpone your trip to later in the year or even to 2021. 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.

**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 15th of July 2020.**

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.

**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.