

COVID-19 TRAVEL ADVICE

The Australian Federation of Travel agents (AFTA) and our network of professional industry accredited ATAS travel agents are monitoring closely the COVID-19 virus and understand that it may have implications for some overseas travellers.

When travelling abroad, at any time, it is important to exercise common-sense, remain vigilant and stay informed. Here are some helpful tips:

1 A PERSONAL DECISION

Your decision to travel is ultimately a personal choice. The decision is one that you must make, based on your personal circumstances and all the information available to you.

2 INFORMATION FROM OFFICIAL SOURCES

Ensure your information comes from an official source:

- World Health Organisation (WHO) - www.who.int
- Smartraveller - www.smartraveller.gov.au
- Department of Health - www.health.gov.au

3 I WANT TO TRAVEL

It is important to remember that many destinations remain unaffected. When deciding if travel at this time is right for you, you need to ensure that you're informed, not just about your destination, but about the countries you might need to transit through to get there, and home. Visit the Smartraveller website.

Additionally, the WHO website provides general recommendations regarding the type of hygiene behaviours that minimise the spread of the virus. We also recommend you seek medical advice prior to travel. This is always a wise option, regardless of where you are travelling.

4 I WANT TO CANCEL

If you decide to cancel, you will be subject to the terms and conditions you agreed to when you made your booking. This may result in cancellation fees and other fees depending on your particular circumstance.

Read the terms and conditions to determine your liability. Talk to your ATAS agent to see if the travel supplier has made any concessions.

5 ALTERNATIVE PLANS

If you no longer want to travel to your original chosen destination, talk to your ATAS travel agent about other destination options which could include a domestic holiday. ATAS travel agents can help you book a Holiday Here this Year.

6 TRAVEL INSURANCE

You should always take out travel insurance and make sure you are aware of what is and isn't covered. If you already have a travel insurance policy, read the PDS, talk to your ATAS travel agent about your policy or speak with your Insurance Provider to ascertain your level of coverage.

For example, some policies offer 'cancel for any reason' cover and other policies have cut off dates for coverage of COVID-19 if you get sick whilst overseas.

7 I HAVE BEEN OFFERED A CREDIT NOTE

Accepting a credit note may be best way to minimise cancellation fees should you choose not to travel at this time.

When you're ready to travel, an ATAS accredited travel agent can assist you by advising, booking and managing your travel.

The advice provided in this flyer is general in nature only and does not take into account your personal situation.