



TRAVELLING DURING THE COVID-19 PANDEMIC

TRAVEL AGENT ADVICE 2021



Introduction

We're delighted that international travel can now resume, and your customers can finally enjoy a much-needed getaway, but we understand that travelling during these times can be daunting. We want to make things as easy and safe for our mutual customers as possible, so we've prepared this handy guide to share everything you need to know before your luxury holiday.

Our Peace of Mind Guarantee

If you book between 5 March and 30 June 2021, our Peace of Mind Guarantee means your customers can change their booking right up until 14 days before their departure. We have also negotiated the most flexible terms we can, allowing them to feel secure in booking their holiday. These conditions will be explained to you when you make your customers booking. If a destination moves to the red or amber list, or the FCDO advice changes, we will be there to support you and your customer rearrange their travel plans. [See full details of our Peace of Mind Guarantee.](#)

Traffic Light Travel

All countries have been separated into green, amber and red categories, each of which has differing requirements regarding testing and quarantine. So, what does each list mean?

Green

No need to quarantine on your return to the UK, however customers must take a pre-departure test before they depart their holiday destination, as well as completing a PCR COVID-19 test no more than two days after arriving home.

Amber

Your customer will need to do a pre-departure test before they arrive in the UK and self-isolate for 10 days at home or the place they are staying. They must also complete a PCR COVID-19 test on day two and day eight of their quarantine. They have the option to take an additional test on day five to end self-isolation earlier.

Red

Before arriving in the UK, your customers will need to book and pay for a 10 day managed quarantine package in a government approved hotel, completing a PCR COVID-19 test on day two and day eight of their quarantine. They will also need to do a pre-departure test before they arrive in the UK.

Government advice

[Click here](#) to see which countries are currently on the government's Green, Amber and Red Lists for entering England.

Please note that it is also important to check the [latest official travel advice](#) and entry requirements for each destination.



RULES FOR TRAVELLING TO GREEN, AMBER & RED COUNTRIES



RETURNING FROM
A GREEN COUNTRY

NO
QUARANTINE

PRE-DEPARTURE TEST
WITHIN 72 HOURS BEFORE
DEPARTING HOLIDAY
DESTINATION

A PCR TEST TAKEN
ON OR BEFORE SECOND
DAY BACK IN THE UK



RETURNING FROM
AN AMBER COUNTRY

10 DAY AT QUARANTINE
AT HOME

PRE-DEPARTURE TEST
WITHIN 72 HOURS BEFORE
DEPARTING HOLIDAY
DESTINATION

PCR TESTS ON DAYS 2 & 8,
WITH OPTION TO PAY FOR
EXTRA TEST ON DAY 5 TO
BE RELEASED EARLY FROM
QUARANTINE (IF NEGATIVE)



RETURNING FROM
A RED COUNTRY

10 DAY HOTEL
QUARANTINE

PRE-DEPARTURE TEST
WITHIN 72 HOURS BEFORE
DEPARTING HOLIDAY
DESTINATION

PCR TESTS ON
DAYS 2 & 8

Making testing easy

Testing has become a lot more accessible and efficient since last year, and there is now a huge selection of testing providers to choose from. Many of these providers deliver everything you need for your test directly to your customers home, before issuing government-approved certification via an app or email.

A pre-travel test is currently required for most international destinations, while additional testing may also be required before and upon return to the UK. For a full list of providers, visit [the government website](#).

We have also negotiated a special discount for our customers from a selection of accredited testing providers: **Halo Verified**, **Qured** and **Randox**. These providers offer ultra-convenient test kits and can be ordered to any UK address. Qured and Randox test results can also be uploaded into the British Airways Verify app for convenience.

Testing packages are currently being compiled based on the requirements of the destination the customer is travelling to. These include:

- Pre-departure rapid antigen tests
- PCR 'Fit to Fly' tests
- Day 2 tests
- Day 2 and 8 tests
- Day 5 'Test to Release' test

Please note: PCR-testing and results are under the ownership of the individuals travelling. If Only are not affiliated with these providers, and are not responsible for the service they provide.

Accredited test providers

HALO Verify

Discount code: use the bespoke discount code **IFONLY10** when purchasing kits at: www.haloverify.com

Qured

Discount code: use the bespoke discount code **IFONLY10** when purchasing kits at: www.qured.com

Randox

Discount code: discount codes vary depending on which tests are required.

- For **single kits** (Pre-Departure Test and Day 5 'Test To Release'), use discount code **TRAVELUP60** when purchasing kits at: www.randoxhealth.com/covid-19-home-testing-kit
- For **Day 2 & 8 test kits**, use discount code **TRAVELUP55** when purchasing kits at: www.randoxhealth.com/covid-19-day-2-and-8-testing
- For a **Green Destination Package** (1x Pre-Departure Test and 1x Day 2 Arrival PCR test) use discount code **TRAVELUPGREEN** when purchasing kits at: www.randoxhealth.com
- For an **Amber Destination Package** (1x Pre-Departure Test, 1 x Day 2&8 Test kit) use discount code **TRAVELUPAMBER** when purchasing kits at: www.randoxhealth.com

Please note, prices may increase from time of publishing, therefore please see the websites above for the latest pricing.

FAQs



Does my customer need to take a COVID-19 test before they travel?

When and how often travellers need to take a test depends on where they are visiting, as different countries have different requirements. No matter where they visit, they will most likely need to present a negative PCR test before they travel, while some destinations also require testing on arrival or at some point during their stay. Our destination specialists will advise you at the time of booking, however we do advise checking the [government website](#) to check for updates.

What if they test positive before returning to the UK?

If your customer tests positive before returning to the UK, they must stay in resort (with limitations on movement) until they can present a negative test. Many hotels offer a special COVID-19 rate to stay in quarantine, but each destination has different protocols in place. Your customers insurance should cover this cost, but we strongly advise that they check exactly what their insurance does (and does not) cover before they travel. Please note, it is your customers responsibility to ensure these additional costs are covered.

What happens when they return home?

This depends on where their destination falls on the government's traffic light system.

If they return from a country on the 'Green' list, they must take a COVID-19 test before departing for the UK, in addition to another test before the second day after they arrive back in the UK. After this, there are no further restrictions.

If their holiday destination is on the 'Amber' list, they will be required to take a test before departing for the UK. They must also quarantine at home for 10 days after returning

to the UK, while arranging to take COVID-19 tests on both days two and eight. There is also the option to pay for a private COVID-19 test on or after day five, under the Test to Release scheme. If the result is negative, they can end their quarantine. All three of our partner test companies offer this service.

As well as a negative COVID-19 test before departing, returning from a 'Red' list country requires travellers to quarantine for 10 days in a government managed hotel, while taking a test on or before day two and on or after day eight of quarantining.

Do children require PCR tests?

Again, the answer to this varies depending on where they are visiting. Some destinations require PCR tests no matter what the child's age, whereas others have a minimum age for which it is compulsory. Ask your luxury travel specialists for specific information on their destination.

Aside from a test, is there anything else they need to arrange?

For all destinations, they must complete a passenger locator form online before they arrive back in the UK. It is free to submit the form, and they can complete it any time in the 48 hours before they arrive back. They'll need to show their form when they check-in to travel or board their transport to the UK. You can find the form [here](#).

What happens if the travel advice changes before they travel?

If the FCDO travel advice changes, or their holiday destination introduces quarantine on arrival or upon return, we will allow them to rebook up to 14 days before their departure date with no additional charge, or they can have a full refund or refund credit note.*

*Please check our website www.ifonly.net for full terms and conditions.



FAQs



(continued)

What happens if the travel advice changes whilst your customer is on holiday?

If your customer has to cut their holiday short as a direct result of the pandemic (such as local lockdown at their home destination) they'll receive a refund for any recoverable, unused elements of the trip or they can claim through their insurance provider*.

What happens if your customer tests positive for COVID-19 before they are due to travel?

If your customer contracts coronavirus before departure, we will amend the booking with no additional charge or refund the recoverable costs where possible*.

What happens to your customers money if their plans change or are affected in some way?

We understand that your customers might have concerns around booking a holiday right now. In order to give you and your customers increased confidence, we are delighted to offer our [Peace of Mind Guarantee](#), a set of flexible terms that take the worry away from booking their next trip.

Our Peace of Mind Guarantee gives your customers:

- **Low Deposits** – Pay only 10% of the total cost when booking your next luxury holiday
- **Rightful Refunds** – Receive a full refund if they cancel their booking more than 14 days before departure*
- **No Amendment Fees** – Incur no extra charges if they decide to postpone or change their holiday right up to 14 days prior to departure*
- **Price Match Pledge** – If they do decide to postpone, we will endeavour to honour their accommodation price for the following year*
- **Late Balance Payments** – If there is uncertainty around travel to their chosen destination, we can be flexible with late balance payments

*Please check our website www.ifonly.net for full terms and conditions.

On hand to guide you and your customers through every step of the way, our luxury travel specialists remain up to speed on the complex and ever-changing requirements and protocols. If you have any questions or queries at all, please don't hesitate to give them a call.

PLEASE NOTE: If Only has collated the above as an information resource only. It does not replace any rules, policies or guidance that is issued by official government sources nor does it relieve you and your customers obligations to comply with the same. If Only are not affiliated with these providers, and are not responsible for the service they provide. Prices for testing in this document are subject to change and should be used as a guide only, please check company websites for latest pricing. Where links are provided, they are links to third party websites over which If Only has no editorial or other control of any nature. If Only does not own any information displayed on any such website nor have any ability or responsibility to maintain the same.

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100% protected, your customers' holidays are safe with us.

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