



COVID-19 Financial FAQs

for schools and groups bookings in Summer Term 2021

If a child is required to self-isolate just prior to the trip and can't travel, are they covered by PGL insurance?

Our insurance policy provides cover for children who have tested positive for COVID-19 but not those that are self-isolating due to having been in contact with a person who has tested positive. We are, however, committed to supporting schools, teachers and parents during these exceptional circumstances and would refund any payments made for the child in full.

What would happen if the whole class or group 'bubble' is required to self-isolate just prior to the trip and they can't travel?

We would, in the first instance, look to rearrange your trip to a future date before the end of the summer term, at no extra cost. If this were not possible, we would move deposit monies to a mutually agreeable future date, again at no additional cost, and refund any monies paid over and above deposits. If no suitable alternative date could be found, and your own insurance would not provide cover, we would, in good faith, waive any cancellation charges that would ordinarily be payable and provide a full cash refund.

If a member of our group had their trip cut short due to displaying symptoms or testing positive for COVID-19 whilst staying at a PGL centre, would they be covered by insurance?

Anyone displaying symptoms or who tests positive for COVID-19 whilst at a PGL centre would be asked to make arrangements to be taken home as soon as possible, in line with both Public Health England (PHE) and Department for Education (DfE) guidelines. Our insurance policy would cover them for curtailment of the trip, and they would be refunded for the proportion of the trip that they have missed.

If an entire 'bubble' were required to go home and self-isolate, would they be covered by insurance?

The group would be required to make any necessary arrangements to return home as soon as possible, in line with PHE and DfE guidelines. Our insurance policy does not provide cover when the entire group is forced to curtail their trip due to COVID-19 but we will, in any event, refund the group for all aspects of the trip that were not delivered.

What would happen if the government roadmap dates are delayed and we could no longer travel?

We would, in the first instance, look to rearrange your trip to a future date before the end of the summer term, at no extra cost. If this were not possible, we would move deposit monies to a mutually agreeable future date, again at no additional cost, and refund any monies paid over and above deposits. If no suitable alternative date could be found, and your own insurance would not provide cover, we would, in good faith, waive any cancellation charges that would ordinarily be payable and provide a full cash refund.

My interim payment is now overdue, how much flexibility is there on this payment? Also, what would happen if I cannot collect final balances from parents in time to meet the due date?

We understand that you may need additional time to finalise arrangements for the trip, including collecting monies from parents, and therefore we want to give you additional time to do this. For groups travelling before the end of the 2021 summer term, we will invoice you as per our booking terms and conditions but recognise you may have challenges and would simply ask that you pay any monies due at the earliest opportunity, and no later than two weeks before travel.

