

CORONAVIRUS

TRAVEL ADVICE AND FAQs

EVERYTHING YOU NEED TO KNOW

With coronavirus (COVID-19) spreading around the globe, and more cases being confirmed in South Africa, it's understandable that travellers have many questions. It is imperative that the public rely on official sources of information and be wary of rumours, fake news and unverified information.



We've put together this guide, addressing travel FAQs and travel advice to ensure you're equipped and informed.



IMPORTANT LINKS

The Flight Centre Travel Group adheres with the recommendations of official sources only.

We advise all our customers and the general public to do the same.

Reputable sources include:



World Health Organization (WHO)



The National Institute of Communicable Diseases (NICD)



The Association of Southern African Travel agents (ASATA) has a dedicated coronavirus updates page



FAQS FOR TRAVEL AROUND THE CORONAVIRUS



I HAVE A CONFIRMED BOOKING WHICH INCLUDES CHINA. WILL MY TRAVEL GO AHEAD?

We recommend that customers strongly reconsider all but necessary travel to China and that they make use of the airline's re-accommodation policies.

Our company statement can [be found here](#).

Most airlines and suppliers have amended their flight schedules and itineraries as well as completely halted flights into China.

Travel restrictions that have been implemented by a long list of countries are mostly in relation to travellers who have visited mainland China or at times Hong Kong, within a 14 day period.



I AM CONCERNED ABOUT TRAVEL IN GENERAL. WHAT ARE THE FACTS?

There have been isolated cases of the Coronavirus confirmed in **several countries** since the initial outbreak in China's Hubei province. Iran, Italy, Japan and South Korea have recorded over 1000 cases.

ASATA has advised that it remains safe to travel to most destinations provided stringent hygiene guidelines are followed as outlined by the World Health Organization.

If you are planning to travel to a 'higher-risk' area, and are elderly or have underlying health conditions, please consult a doctor.

Certain countries have put travel restrictions in place. Travellers are urged to comply with these restrictions and postpone their travel plans to these specified destinations. An updated list of destinations with travel bans is featured on IATA's website and can [be found here](#).

CAN I AMEND OR CANCEL MY FLIGHT WITHOUT INCURRING CHARGES?

Some airlines will offer refunds or allow travellers to change bookings to affected destinations at no additional cost.

However, your Flight Centre Travel Expert is there to advise you on the best options based on your specific needs and bookings.

Currently, travellers who alter their plans for travel outside of the airline's re-accommodation policy may be required to pay standard cancellation fees.



WILL TRAVEL INSURANCE COVER ANY PENALTIES RELATED TO THE CORONAVIRUS?

Generally, if you contract the coronavirus on a journey or if your flight is cancelled due to a travel ban, insurance will cover relevant penalties. Flight Centre advises their customers to book TIC travel insurance.

Please see TIC specifics below:

All TIC policy-holders are fully covered for emergency medical and related expenses should the traveller contract the coronavirus on a journey. The associated costs include medical transportation and medical repatriation, repatriation of children and/or travel companion and burial or cremation or return of mortal remains.

Should the coronavirus lead to flight cancellations or travel bans issued by the World Health Organization, then the traveller will be covered by TIC's Unspecified Event Cancellation cover provided they purchased their travel insurance within 48 hours of paying for their trip.

Unspecified event cancellation cover is available on Leisure Comprehensive and Business policies. TIC will cover the non-refundable amounts/portions of the travel arrangements for passengers who qualify for this cover.

Always contact your [TIC representative or the Call Centre](#) should you require any additional information.

Please note: Disinclination to travel is excluded in terms of TIC cover.

Disinclination to travel is when a customer chooses to cancel their flight when the airline has not cancelled the flight and the customer has not contracted the Coronavirus.

SHOULD I CANCEL MY TRAVEL FOR LATER IN THE YEAR OR WAIT IT OUT?

Our responsibility as Travel Experts is to ensure that you are equipped with all the facts and assist with any amendments to your travel, giving you the best choice of options. However, this is ultimately a personal decision.

Concerned customers may look at postponing their trip to affected regions or consider alternative destinations.

Many travellers are adopting a "wait and see" approach.

Now more than ever, it is vital that you purchase comprehensive travel insurance no matter where or when you are travelling.



TRAVEL ADVICE

- Consult with your Flight Centre Travel Expert regarding your booking.
- Don't travel without comprehensive travel insurance, regardless of the destination.
- Allow for sufficient additional time at airports and ports of entry, locally and abroad, as strict health screening is being performed at airports worldwide.
- Confirm if any additional documents are required for your intended travel destination. Some countries, for example Vietnam, request travellers to complete medical forms at border controls.
- Inform yourself and adopt these [basic protective measures](#) from the World Health Organization.
- It goes without saying, if you are sick and due to travel, consult with your doctor before travelling.
- Book with a travel agent. The peace of mind that comes with having an expert to advise and assist you with your travel is invaluable. For example, Flight Centre experts have been in contact with their clients since January to ensure they are informed of their options and assist with any changes.



GENERAL ADVICE

- More than ever, South Africans are advised to remain calm. Please equip yourself with accurate information from the reputable sources outlined above.
- Please do your part and do not spread fake news or unverified information that may lead to unnecessary panic.
- Follow the health guidelines from the World Health Organization.



CONTACT US

- Find your nearest Flight Centre expert [here](#).