

CORONAVIRUS (COVID-19)

OVERVIEW

The health and safety of all our clients is the cornerstone of Venture Force's operational practice. We follow the advice of the Foreign and Commonwealth Office (FCO), Public Health England, and World Health Organisation. All our expeditions will continue as normal (with enhanced emphasis on hygiene practices), unless we are advised otherwise by the FCO.

The latest advice on travel can be found at the following links;

Foreign and Commonwealth Office <https://www.gov.uk/foreign-travel-advice>

Public Health England: <https://www.gov.uk/government/publications/covid-19-specified-countries-and-areas/covid-19-specified-countries-and-areas-with-implications-for-returning-travellers-or-visitors-arriving-in-the-uk>

World Health Organisation <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

TRAVEL RESTRICTIONS SUMATRA (INDONESIA)

The FCO have placed no restrictions on UK nationals travelling to Sumatra unless you have travelled to Italy, Iran, South Korea and China in the last 14 days.

TRAVEL RESTRICTIONS MALAYSIA (MAINLAND)

The FCO have placed no restrictions on UK nationals travelling to Malaysia unless you have travelled to Italy, Iran, South Korea and China in the last 14 days.

Should you exhibit symptoms of COVID-19 then please follow NHS advice – <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Q & A CORONAVIRUS

What happens if the school cancel the expedition because of coronavirus?

If the school decides to cancel the expedition and the FCO has placed no restrictions on travel, then our normal cancellation policy applies (see link below to our terms and conditions).

What happens if an individual cancels because of coronavirus?

If a parent wishes to cancel and the FCO have not placed any restrictions on travel to the expedition destination, then our normal cancellation policy applies (see link below to our terms and conditions)

What happens if the Foreign and Commonwealth Office (FCO) advise against travel to your expedition destination?

If the FCO has advised against all travel to your expedition destination and you are due to travel within 48 hours, then Venture Force will work with the school and parents to rearrange the expedition for a later date. **We only act on FCO advice at the time of travel.**

Is coronavirus covered by travel insurance?

In the event of a participant being taken ill with the coronavirus prior to the expedition and being unable to travel, they will be able to lodge a claim under the insurance cancellation and curtailment section with the expedition insurance company, FOGG Travel Insurance Services.

In the event of a participant being taken ill with the coronavirus during the expedition, they will be able to lodge a claim under the emergency medical section for necessary treatment, repatriation, etc., with the expedition insurance company, FOGG Travel Insurance Services.

In the event a participant is placed in compulsory quarantine on the order of a treating medical practitioner, they will be able to lodge a claim under the cancellation and curtailment section, with the expedition insurance company, FOGG Travel Insurance Services.

Your expedition insurance policy is available on your expedition portal.

What happens if the expedition quarantined?

We have a dedicated 24-hour operations room in place during all our expeditions, which is staffed by personnel who are highly experienced in dealing with emergency situations. During this expedition season we will have contingency plans in place for each destination relating to the corona virus.

The implementation of contingency plans will be specific to the situation in-country but, regardless of the destination, will involve the isolation of the team and following the COVID-19 protocol advised by the medical agencies in-country.

All our expeditions have 24-hour emergency medical support from Remote Medical Services, meaning that at any time our expedition leaders can access medical advice from a UK based doctor.

Our terms and conditions - <http://www.ventureforce.co.uk/wp-content/uploads/2014/04/Terms-and-Conditions-May-2018.pdf>

Statement date: 12 March 20