



TRIP FALKLAND ISLANDS TOURISM RECOVERY INCENTIVE PROGRAMME

COMMON CANCELLATION POLICY

Definitions

- ‘FIG’ is the Falkland Islands Government.
- ‘TRIP’ is the FIG Tourism Recovery Incentive Programme.
- A ‘supplier’ is a transport, accommodation or tourism experience supplier registered to TRIP.
- ‘ITT’ is International Tours and Travel Ltd of 1 Dean Street, Stanley, Falkland Islands, i.e. the organisation engaged by FIG to administer and promote TRIP.
- A ‘voucher’ is a TRIP voucher.
- A ‘customer’ is an eligible individual registered to TRIP.
- A ‘booking made under TRIP’ is a booking for which the fee is paid in whole or in part with a voucher, and made with a supplier by ITT on behalf of a customer.

Introduction

1. This document sets out the Common Cancellation Policy that suppliers agree to apply to any booking made under TRIP.
2. Cancellation policies stricter than those described in this document cannot be applied by suppliers to any booking made under TRIP.

Types of cancellation

3. Cancellations of bookings may be involuntary or voluntary.
4. Involuntary cancellations are defined as those cases where a booking made under TRIP is cancelled due to a force-majeure event affecting any component of the booking, such as:
 - a) inclement weather or operational problems directly affecting the ability of a transport carrier to perform a transport service booked in conjunction with a booking made under the TRIP;
 - b) Covid-19 outbreak in the Falkland Islands;
 - c) in respect of a person travelling and the persons they are travelling with on the same booking:
 - i. death or serious bodily injury;

- ii. unplanned quarantine instructed by the KEMH (where the term “unplanned” means to exclude planned quarantine e.g. on return to the Falkland Islands following a trip abroad planned before the booking), or any other instruction by the KEMH not to travel;
- iii. called for jury service;
- iv. member of police, fire, nursing or ambulance services or an employee of a government department who have authorized leave cancelled or are called up for operational reasons;
- v. request by police or authorities to stay at or return home due to serious damage to the home caused by aircraft, explosion, storm, flood, subsidence, fallen trees, road vehicle collision, malicious people or theft; or
- vi. other exceptional circumstances, where a person could not reasonably be expected to fulfil the booking they had made, to be assessed by FIG at their discretion.

5. Voluntary cancellations are all cancellation made by the client which are not involuntary.

Cancellation policy

- 6. No cancellation fee will apply following an involuntary cancellation.
- 7. Suppliers may charge the following cancellation rates following voluntary cancellations ('cancellation charges'):

Time frame	Rates
Cancelled 15 days or more, prior to the travel date	No charge
Cancelled 14 to 8 days prior to the travel date	25%
Cancelled 7 to 4 days prior to the travel date	50%
Cancelled 3 days or less prior to the travel date	100%

- 8. Cancellation charges are applied to the entire value of the cancelled booking, i.e. also including any part of a booking made under TRIP which is in excess of the part paid for with the voucher.
- 9. Cancellation charges should be limited to the level of loss sustained by the supplier. If the supplier is able to back-fill the booking they should not claim a cancellation charge; or only claim the difference if they charged a lower price.
- 10. Following a voluntary cancellation, and at the supplier's request, cancellation charges will be reimbursed to the supplier by ITT, and simultaneously deducted from voucher balances (up to the level allowed by the voucher balance).
- 11. Any payments made by a customer to ITT (e.g. for a booking in excess of their voucher balance) which are not reimbursed to the supplier under the terms of this policy, will be returned by ITT to the customer.
- 12. Cancellation procedures and related charges will be administered and processed by ITT.

For any enquiry please contact ITT at:

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