

13 March 2020

Dear Guest

The effect of Covid-19 on our Tours

Given the unprecedented situation we're all facing as a result of Covid-19, we wanted to provide an update on what this means for any tours that you have booked or plans you may have with History Alive! and Jersey Military Tours this year.

We will continue to operate our tours for our guests who still wish to join us, where travel restrictions allow and in line with guidance from health authorities.

However, we understand there is uncertainty around travel at this time, so if you currently have a booking with us but would prefer not to travel, then from today, you can now change your booking to a future date without any charge. This applies to all existing and new bookings until further notice.

Where your travel arrangements to the Channel Islands (flights and boat journeys) have been cancelled by your travel providers due to local authority or national guidance, guests will be able to transfer to a future alternative tour free of charge or to cancel the booking and receive a full refund less our small administration fee of £10. Additionally, you are also covered if you must cancel based on specific medical advice from your doctor. Cancellation of your tour in any of these circumstances can be at any time before the tour starts.

To change your tour plans, please contact us on info@historyalive.je.

Keeping our vehicles clean

For guests concerned about exposure to Covid-19, we want to reassure you with the measures we're taking to ensure the health and wellbeing of our tour guests.

We maintain the highest standards of cleanliness. This involves us cleaning the vehicles in line with industry standards after every single tour, and we always sort and safely dispose of any waste.

Each vehicle receives cleaning after each tour, which includes disinfecting surfaces (seats, armrests, handrails, tables and tray table, etc.) and more-concentrated spot cleanings as needed. In addition to the daily cleaning, all vehicles undergo deep cleans, which entails intensive cleaning of the interior surfaces and exterior periodically.

Finally, hand sanitizer is made available onboard for all guests and driver to use.

Thank you for your support

Above all else we would like to reassure you that the safety, health and wellbeing of our guests always has been, and always will be, our number one priority.

On a personal note, we want to say thank you for your support and we look forward to welcoming you on our tours very soon.

History Alive! & Jersey Military Tours

www.historyalive.je