

# TUTKU

— EDUCATIONAL TRAVEL —

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## UPDATED POLICIES

You are likely wondering whether the coronavirus (COVID-19) will impact your upcoming tour. We at TUTKU Educational Travel are carefully monitoring the situation and staying in frequent communication with our local contacts. Tours continue to be operated as scheduled but we are reviewing the itineraries daily for potential changes. The safety of our passengers is, first and foremost, our highest priority. We will be in touch if there is a potential impact on the areas your group will visit.

Airlines are currently putting into place new policies for ticket changes and cancellations. We have gathered information from our airline partners to guide us in navigating measures to respond to the effects of COVID19. Each airline has their own policy regarding refunds and cancellation waivers due to the coronavirus. These are being updated regularly as the situation is changing minute to minute. While airlines that have cancelled flights directly into areas with coronavirus outbreaks will provide refunds, many airlines are offering to waive change and/or cancellation fees for flights booked in the next few weeks to provide you with protection and flexibility with upcoming travel plans.

### **Tutku Educational Travel Cancellation Penalty:**

89-60 days prior to departure:	No penalty
59-45 days prior to departure:	20% penalty
44-30 days prior to departure:	50% penalty
29-15 days prior to departure:	75% penalty
14 days & After	No refund



### **Frequently Asked Questions:**

How do you make decisions for the health and safety of your clients and staff?

### **Tutku Procedures/Policies:**

#### **MEDICAL EMERGENCY PROCESS:**

*In the event that one of the group members gets sick or injured during our tours, the government licensed tour guide help him/her to get to the nearest hospital or health care facility and have them treated. If the issue is minor and they can be discharged after the initial treatment, we go on with the tour as planned. If the patient needs to overnight at the hospital for one or more nights and if this hospital stay interferes with the continuation of the tour, our guide keeps with the rest of the group and the planned itinerary while we assign a caregiver/translator for the guest getting treatment at the hospital which ensures that they are not alone and can communicate with the medical personnel. They may continue on with the tour group after they get discharged or if they would like to return home earlier (for further medical treatment) we would arrange the first flight back home upon them getting stable and getting approved to be discharged from the health care facility. The medical bill is the patient's responsibility. Also, if there is a price difference in the airfares due to an early return home (change of ticket), this becomes the traveller's responsibility as well.*

#### **SECURITY EMERGENCY PROCESS:**

*In the event that there is a security emergency (an uprising, a threat to the well-being of people in a particular area, war, plaque etc.) in the country of travel, TUTKU Tours along with the tour leader will assess the severity of the situation and may decide among the below solutions.*

*-They may decide to alter the tour route to avoid the situation in which case Tutku Tours will make all the necessary changes regarding the re-organization of the tour.*

*-They may decide to finish the tour early and return home in which case Tutku Tours will re-arrange the flights. If there is a price difference in the airfares due to an early return home (change of ticket), or a re-routing the traveller is responsible to pay the difference. We will keep up to date with all airlines new policies regarding waiver of penalties due to the ever evolving Corona Virus situations.*

As Tutku Educational Travel, we do not aim to profit out of cancellations. We will do our best to make a maximum refund if you choose to cancel your tour after all payments are made. As part of the tour package, personal insurance is not covered. This is an extra option that is an agreement between you and the travel insurance company. We are happy to help you register, if you are interested in private travel/health insurance.