

Hendersons Travel & Kelso Travel statement on COVID-19

Updated 24th March 2020

While the COVID-19 pandemic is affecting businesses across the spectrum, the travel industry is facing upheaval like never before.

All package holidays sold by Hendersons Travel and Kelso Travel are subject to the Package Travel Regulations and are both financially and legally protected. This provides our clients with the reassurance they need in the present circumstances.

With the Foreign and Commonwealth Office (FCO) advising against all but essential travel abroad until 16th April 2020 at the earliest, package holidays departing up to then are in the process of being cancelled. We are recommending affected travellers to consider rebooking their holiday for a later date or accepting credit against a future booking, as is being offered by some tour operators. This will help ensure that once the pandemic has passed, there will still be a healthy and competitive travel market providing that special week or two in the sun that will become even more special once this is over. However, we know that will not work for everyone, and holidaymakers are still entitled to request a full refund from the tour operator. If any of our clients wish to do so, we will of course process that request for them.

Some operators have already chosen to cancel holidays beyond the FCO's current period of advice. For example, Jet2holidays has cancelled all holidays due to travel up to 1st May 2020, and beyond that date for a handful of destinations (Prague, Malta, Nice and Lisbon). The operator is offering clients full rebooking credit to the value of their original booking towards a new holiday for future dates, with travel available right up to 31st October 2021. Our affected clients will need to make their new booking with us by 30th June 2020. We are also able to offer discounts of up to £100 per booking for rebooked Jet2holidays packages confirmed by 5pm on 31st March. Clients will not have to pay a fresh deposit or any amendment fees on the new booking. (If the new holiday is more expensive, the difference in cost will only need to be paid when the balance is due.)

For our part, we really appreciate the patience and understanding shown by our clients, which has been a great help during a challenging time. All bookings due to travel up to 16th April 2020 are being automatically cancelled, so there is no need for clients to contact us to do that. This also applies to the later departures with Jet2holidays as mentioned above, and selected other holidays. We are working through all affected bookings in date order and will be in touch with clients to discuss what they would like to do.

We would encourage those due to travel later than that to be patient – you may incur cancellation charges or lose your deposit if you make a hasty decision. This is a constantly evolving situation with new information becoming available daily. Please keep an eye on our Facebook pages at facebook.com/hendersons.travel and facebook.com/kelso.travel for key updates – you do not need to have a Facebook account to view these.

In line with government advice, we're now working safely from home, but you can contact us as usual by phone, email or Facebook. Callers will be prompted to leave a voicemail and we'll call you right back. During this period, we are operating Monday to Friday, 9am to 5pm.

Send us your holiday requests online at hendersonstravel.com/contact