

COVID-19 Cancellation Policy Frequently Asked Questions

Q. What are acceptable reasons to be eligible for the Sno'n'Ski Covid-19 Cancellation Policy?

A.

- a. The point of origin or destination is classed as a COVID-19 Hotspot within 21 days of departure.
- b. Government imposed mandatory quarantine requirement at either origin or destination within 21 days of departure.

Q. What if our group wishes to cancel outside 21 days of departure?

A. If the group cancels outside 21 days of departure, standard terms and conditions apply. However, Sno'n'Ski will liaise with suppliers on the groups behalf to seek potential financial compensation or credit options. We recommend continuing to plan as normal and assessing cancellation at 21 days prior to departure.

Q. Can students obtain the flexible cancellation conditions if they choose to cancel individually?

A. No, the COVID-19 Cancellation Policy is if the ENTIRE group were to cancel.

Q. What if individual students cancel due to change of mind?

A. Students must be made aware that if they cancel after deposit payment, they will not be entitled to a refund.

Q. Can I use my credit for a different trip?

A. Yes, subject to supplier terms and conditions. Sno'n'Ski offer packages to ski destinations in Australia, New Zealand, Japan and Canada. Visit www.educationaladventures.com.au to also view our non-ski programmes. Ask us how your credits may be transferrable.

Q. Can I use the credit directly with the suppliers?

A. No, all credits are held through Sno'n'Ski, therefore must be booked through either Sno'n'Ski or Educational Adventures.

Q. Can credits be transferred to individual travellers?

A. No, credits are held in a group amount and are applicable only under the same school name, not individual.

Q. Can I take part refund and part credit?

A. No, the entire booking must be taken as either a credit or a refund, less the associated fees. If a refund is chosen, any non-refundable supplier credits, will remain as a supplier credit and will not be refunded.

Q. How long will it take to receive a refund?

A. Please allow up to 90 days to receive a refund, subject to supplier refund policies. These refund timeframes may be out of our control.

Q. Can I freeze payments until restrictions ease?

A. No. At time of initial deposit, Sno'n'Ski agrees to supplier terms and conditions which detail specific deposit deadlines for your group. All payment deadlines must be adhered to, failure to meet these deadlines may result in cancellations by suppliers. If a payment extension is required, please contact your group consultant to discuss options.

Q. Will Travel Insurance cover any applicable Supplier Cancellation Fees?

A. Please refer to your insurance providers PDS for details. We can assist with insurance claims however, the outcome is at the discretion of the insurance claims department.

Q. Does Sno'n'Ski offer Travel Insurance?

A. Yes, Sno'n'Ski provide Travel Insurance quotations upon request through NIB and Covermore Insurance.

Q. What Safety conditions will be applied when we travel?

A. Sno'n'Ski use only trusted suppliers who we are working with closely to ensure safety measures are applied. Closer to travel we will receive property capacity, meal schedules and hygiene check information.