



Coronavirus disease (COVID-19) Policy

March 18, 2020

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Due to the recent Coronavirus disease (COVID-19) outbreak, Rockjumper has made special provision for amendments to existing and forthcoming bookings for tours starting between 02 March 2020 and 01 July 2020.

The below conditions are only applicable to destinations that the World Health Organisation explicitly recommends travel restrictions to, or, where member countries have imposed travel restrictions.

1. You may amend your booking by transferring to the same tour later in 2020 or 2021, at the same 2020 rates, subject to point 3 below.
2. Rockjumper may elect to postpone tours to destinations that have significant travel restrictions or significantly impede the known free movement of the majority of the tour's guests (ie: quarantine on arrival, or quarantine on returning to your home country).
3. Bookings may be amended free of charge up to 60 calendar days prior to the date on which the tour begins. If the restrictions are still in place, or at risk of being in place between 30 and 60 calendar days prior to the start of the tour, then we will, in consultation with experts and other tour guests, decide whether the tour should proceed, or be postponed. If you wish to amend a booking less than 30 days prior to the beginning of the tour, then our standard Terms and cancellation fees shall apply. These conditions are not applicable to expenses or costs not included in the tour price such as, but not limited to flights, extra accommodation or transfers that may have been invoiced and paid for already. These costs carry our standard Terms and cancellation fees. In such instances, you are advised to claim a refund from your personal travel insurance.
4. Any outright cancellations of bookings due to the Coronavirus disease (COVID-19) outbreak will carry our standard Terms and cancellation fees. In such instances, you are advised to claim a refund from your personal travel insurance.
5. The terms set out above are subject to availability and apply only to bookings made directly with Rockjumper, not by or through any third parties.
6. The terms set out above do not apply to Cruises, unless the entire cruise is postponed.
7. Bookings can only be amended once.

8. Rockjumper reserves the right to make changes to the above policy from time to time. Such changes will be posted to our website, they will not be emailed.

9. If you are planning, or intending on traveling to any other high-risk Coronavirus disease (COVID-19) areas prior to your next Rockjumper tour, please do advise us in due course. This will assist us in risk assessing our forthcoming tours, and work towards ensuring the safety of all our guests on these tours.

Please do contact our team on support@rockjumper.com if you have any further queries.

The following websites provide helpful and up to date information on the extent and impact of the Coronavirus disease (COVID-19).

[World Health Organisation](#)

[Johns Hopkins University Interactive Case Map](#)