



BFSAI TRIP

FALKLAND ISLANDS BFSAI TOURISM RECOVERY INCENTIVE PROGRAMME

COMMON CANCELLATION POLICY

Definitions

- ‘FIG’ is the Falkland Islands Government.
- ‘BFSAI’ is British Forces South Atlantic Islands
- ‘BFSAI TRIP’ is the FIG BFSAI Tourism Recovery Incentive Programme.
- A ‘supplier’ is a transport or tourism experience supplier registered to BFSAI TRIP.
- ‘ITT’ is International Tours and Travel Ltd of 1 Dean Street, Stanley, Falkland Islands.
- A ‘voucher’ is a BFSAI TRIP voucher.
- A ‘customer’ is an eligible individual who has been allocated a BFSAI TRIP voucher.
- A ‘booking made under BFSAI TRIP’ is a booking for which the fee is paid in whole or in part with a voucher, and made directly with a supplier by a customer.

Introduction

1. This document sets out the Common Cancellation Policy that suppliers agree to apply to any booking made under BFSAI TRIP.
2. Cancellation policies stricter than those described in this document cannot be applied by suppliers to any booking made under BFSAI TRIP.

Types of cancellation

3. Cancellations of bookings may be involuntary or voluntary.
4. Involuntary cancellations are defined as those cases where a booking made under TRIP is cancelled due to a force-majeure event affecting any component of the booking, such as:
 - a) inclement weather or operational problems directly affecting the ability of a transport carrier to perform a transport service booked in conjunction with a booking made under the BFSAI TRIP;
 - b) Covid-19 outbreak in the Falkland Islands;
 - c) in respect of a person travelling and the persons they are travelling with on the same booking:
 - i. death or serious bodily injury;

- ii. unplanned quarantine instructed by a medical professional (where the term “unplanned” means to exclude planned quarantine e.g. on return to the Falkland Islands following a trip abroad planned before the booking), or any other instruction by a medical professional not to travel;
 - iii. other exceptional circumstances, where a person could not reasonably be expected to fulfil the booking they had made, to be assessed by FIG at their discretion.
- 5. Voluntary cancellations are all cancellation made by the client which are not involuntary.

Cancellation policy

- 6. No cancellation fee will apply following an involuntary cancellation.
- 7. Suppliers may charge the following cancellation rates following voluntary cancellations ('cancellation charges'):

Time frame	Rates
Cancelled 8 days or more, prior to the travel date	No charge
Cancelled 7 days or less prior to the travel date	100%
'No show'	100%

- 8. A 'no show' applies if the customer fails to appear at the agreed pick-up point within 30 minutes of the agreed pick-up time.
- 9. Cancellation charges should be limited to the level of loss sustained by the supplier. If the supplier is able to back-fill the booking they should not claim a cancellation charge; or only claim the difference if they charged a lower price.
- 10. Following a voluntary cancellation or 'no show', the supplier may claim from the Scheme Administrator for the loss sustained, or the maximum voucher value (whichever is the lower). The voucher will be deemed to have been used and will have no remaining value.

For any enquiry please contact :

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