

COVID-19 Statement Letter

The Baggage Handling Company
Unit 1 Shield Industrial Estate
Manor House Avenue, Millbrook,
Southampton
SO15 0LF

Saturday 14th March 2020

Dear Customer,

In light of the current COVID-19 advice, we wanted to take this opportunity to update our customers on some changes to our terms and conditions which aim to provide additional versatility should cruises be disrupted by the current situation.

To provide flexibility for customers with existing bookings, we have enhanced our terms and conditions which come into immediate effect. Any existing booking which needs to be changed can be transferred to another sailing in 2020 or 2021, at no additional cost. New sailing dates do not need to be provided at the time of postponement and can be advised once known. **We will also enhance any updated bookings by adding an 'extra free case' for the new sailing date, to allow customers to afford to pack a little bit extra.**

In the event that a customer will not be sailing soon, a full refund can be provided. Refunds will be processed on or after the original sailing date and issued within 60 days. Please ensure any cancellation requests are submitted with a minimum of 7 working days notice, prior to the cruise. All refunds will be subject to the existing £15 administration fee, as per our standard terms and conditions.

In these uncertain times, we are experiencing a high volume of calls and email enquiries. We are therefore prioritising booking amendments relating to cruises sailing in the next four weeks. For departures after this date, please be patient with us, we will aim to get back to all customers as soon as possible.

We appreciate your understanding at this increasingly uncertain time. We hope this added flexibility provides reassurance regarding any existing bookings you may have with us. We are a family run business who pride ourselves in always providing the best customer experience and a service that can be relied upon.

This statement will be reviewed regularly. Please follow our Facebook page for live business updates.

Bookings for cruises in 2020 and 2021 can still be made either via our website www.thebaggagehandlingcompany.com or by contacting us directly on 023 8087 3111.

We look forward to transporting your luggage again very soon.

Kind Regards,



Craig Smith
Company Director