



Marine Travel
time and tide wait for no man



Marine Travel Update - October

Throughout the COVID-19 pandemic, our staff located in various offices around the globe have been available 24/7 to ensure that we continue to operate and meet the requirements for travellers in the maritime sector.

Our UK and Ireland teams are working from home and in the office on various shifts, whilst our Manila staff are continuing to operate 24/7. As a company, we are adapting to the new normal and will no doubt experience further upheaval whilst the travel sector starts to recover. We are confident that we can overcome and maintain our service whilst rebuilding and supporting our customers, staff and suppliers around the world.

We are still able to offer the same level of service with direct access to our negotiated marine fares along with a wide variety of ancillary products including car hire and hotels.

We can appreciate that some customers have been waiting awhile for a refund. The process is now taking approx 12 weeks as airlines have not reinstated our ability to refund tickets ourselves. We apologise for this delay and any inconvenience caused, however we will continue to pursue all outstanding refunds.

You'll see changes at every step of the journey when you fly, with new protective measures on the ground and in the air. As more and more airlines resume their flight schedules, new rules and restrictions are coming into effect. We will endeavour to keep up to date with all the latest news, please do let us know if you have any questions.

We would like to thank all of our customers for your continued support throughout these exceptional times.



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