

Your audit is currently confirmed but we need to let you know what will happen if this changes because of COVID-19. There is a possibility that your audit might be cancelled, even at the last minute, if new travel restrictions or quarantines are put in place before your audit takes place. Please carefully read this information and email auditoperations@travelife.org if you have any questions.

IF YOUR PROPERTY OR LOCATION IS QUARANTINED OR RESTRICTED BEFORE YOUR AUDIT

If you are notified that either your property or your location is placed under official travel restrictions or a quarantine due to Coronavirus then please notify us immediately, even if it is after normal business hours, and also notify your auditor. Your audit will be cancelled **at no cost to you** and we will do everything we can to reschedule it within 30-days of your quarantine/restriction being lifted. We will stay in contact with you about that.

IF YOUR AUDITOR IS UNABLE TO TRAVEL TO YOUR AUDIT

Even if your location has no Coronavirus outbreak, your auditor may be unable to travel to your location due to restrictions placed by their home country or by the regions they need to travel through in order to get to your location. If this happens, we will notify you immediately that your audit has been cancelled **at no cost to you** and we will do everything we can to reschedule it within 30-days of the auditor's travel restrictions being lifted. We will stay in contact with you about that.

For those Members who are renewing an existing Travelife Gold Certification, we also have procedures in place to ensure there is limited disruption to your certification should it be delayed because of the Coronavirus outbreak.

CONTACTING TRAVELIFE

Email: auditoperations@travelife.org (please copy your auditor)

UK Business hours phone: +44 (0)20 3693 0160 or +44 (0)20 3693 0167

UK business hours are Monday to Friday from 09h00 to 17h30 (UK time)

Emergency after hours phone/text/WhatsApp: +44 (0)7741 385 560 (Carolyn Wincer, Commercial Director)