

The City Break Company

SWINE FLU POLICY

updated 12th January 2010

The City Break Company is committed to providing the safest possible travel experience for your group. We regularly monitor the latest developments of swine flu throughout our destinations and consult the Foreign Office's updated travel advice.

In the first instance, we ask you and your support staff to familiarise yourselves with the main symptoms of swine flu:-

www.nhs.uk/Conditions/Pandemic-flu/Pages/Symptoms.aspx

The following link provides the latest swine flu travel advice from the Foreign & Commonwealth Office:-

www.fco.gov.uk/en/travel-and-living-abroad/travel-alerts/swine-flu

Pre-departure

Should any of your group feel any flu-like symptoms in the days preceding your trip, or should you suspect that any of your group is developing the flu, please advise them to contact the National Pandemic Flu Service for a diagnosis. Should a member of your group need to cancel their trip, they will be able to make a travel insurance claim by producing the following:

- Unique ID number generated by the National Flu Service
- Label from anti-flu drugs, which states name and date of issue

Without these documents as proof, no money will be refunded. Please keep all original documentation you receive.

Please advise all members of your group to pack a tube or bottle of the waterless alcohol-based hand gels for their trip.

On tour

The FCO recommends the following as sensible precautions to be taken during your trip. Please communicate these to your group:-

- Follow public health guidance at your destination.
- Avoid crowding or mass gatherings.
- Where possible avoid close contact with persons who are ill with a flu-like illness.
- Wash hands with soap and water; use waterless alcohol-based hand gels when soap and water is not available.
- Avoid touching your nose, mouth or eyes, to prevent the spread of germs.
- Cover your nose and mouth with a tissue when you cough or sneeze and dispose of the tissue promptly.

- Keep hard surfaces (e.g. door handles, countertops) clean using a normal cleaning solution.
- Swine flu has not been shown to be transmissible to people through eating properly handled and cooked pork and pork products.
- There is little evidence of the effectiveness of wearing masks, however, properly fitted special grade masks can be worn in situations such as healthcare settings.

If any of your group fall ill whilst overseas (especially with flu-like symptoms) you should seek medical assistance. Where possible the [British Embassy/High Commission/Consulate](#) should be able to provide British nationals with details of English-speaking doctors and information on the local availability of anti-virals.

Should any member of your group contract swine flu whilst on tour and be placed in quarantine and miss their flight home, ensuing medical expenses claims (additional accommodation, repatriation expenses) should be dealt with in the normal way by insurance companies. We advise all Group Leaders to confirm precise details with their own school travel insurance policy before departure.

The City Break Company will provide you with details of the nearest Embassy or Consulate to your destination prior to travel.

Flying home

It is up to individual airlines to decide if they let a person with flu-like symptoms to fly. Several airlines are refusing to let people with symptoms of flu to travel. If a member of your group are prevented from boarding a flight when trying to return home from abroad you can seek Consular advice from your nearest Diplomatic mission. If you need Consular advice or assistance, call 020 7008 1500 (+44 20 7008 1500 from abroad). This line is open 24 hours a day. Should a member of your group miss their flight home, we would urge you to obtain written confirmation (preferably in the form of a medical certificate) from the airline that they have been refused their flight because of suspected swine flu, in order to help with a travel insurance claim. Please note that if it turns out that this person was not suffering from swine flu, then you would need to seek recompense from the airline for the travel, not your insurers.

Other useful links

National Pandemic Flu Service

www.direct.gov.uk/en/groups/dg_digitalassets/@dg/@en/documents/digitalasset/dg_178842.htm

Health Information

www.nhs.uk/conditions/pandemic-flu/Pages/Introduction.aspx

Public Information

www.direct.gov.uk/en/Swineflu/DG_177831

Please note the following 24-hour emergency contact numbers for The City Break Company during your tour:

Office hours (09:00-18:00):	+44 161 491 0264
Out of office hours:	+44 773 886 3343
	+44 797 377 6323

The City Break Company Ltd - Company No. 05404342
35 Wilmslow Road, Cheadle, Cheshire SK8 1DR

Tel: 0161 491 0264 Fax: 0161 884 0025 E-mail: info@thecitybreakcompany.co.uk