



Department
for Transport

Passenger COVID-19 Charter

Checklist

COVID-19 Travel Consumer Checklist

Travelling during the COVID-19 pandemic will be different, and everyone should try to be more flexible. This checklist sets out what you should be doing at each stage of travel, and should be read in conjunction with the full [Passenger COVID-19 Charter](#)



When booking

- ✓ Check your travel provider's terms and conditions and understand what to do if restrictions or travel guidance change
- ✓ Make sure you get travel insurance that meets your needs and your travel plans
- ✓ Check Government traffic light guidance which tells you what you need to do when you return to the UK
- ✓ Check Government guidance on travel, including restrictions in the countries you are travelling to, and what documents you need
- ✓ Keep proof of payment, and any travel documentation e.g. ATOL certificate (if your trip is ATOL protected), or insurance policy



[Government guidance on Travel during COVID-19 pandemic](#)



[Foreign Travel Advice](#)



Before you travel

- ✓ Notify your travel provider of any accessibility or assistance needs you have as soon as possible
- ✓ Check Government guidance, including restrictions in the countries you are travelling to, to ensure your travel can still go ahead as planned
- ✓ Check what to do if you need assistance or become ill whilst you are abroad
- ✓ Ensure you have all the documentation you need to enter the countries you are visiting, including evidence of any exemptions to restrictions
- ✓ Keep your contact details up to date with your travel provider for timely notifications of any changes





Whilst you are travelling

- ✓ Comply with any restrictions and safety measures
- ✓ Keep a copy of key information with you, including any certificates, insurance documentation, and contact details for your travel provider
- ✓ Allow extra time for additional checks during your journey



Returning to the UK

- ✓ Check the restrictions for the country you are returning to ahead of your return
- ✓ Comply with any restrictions such as self-isolation and testing, in force in the country you return to
- ✓ Allow extra time for additional checks during your journey



[Guidance on COVID-19 in England](#)



[Guidance on COVID-19 in Northern Ireland](#)



[Guidance on COVID-19 in Scotland](#)



[Guidance on COVID-19 in Wales](#)



What happens if restrictions change?

You may not be entitled to a refund, but you should speak to your travel provider to discuss options for amending your travel dates or destination as soon as possible, in the event that:

- the restrictions in the countries you are travelling to change
- the rating under the Government's traffic light category changes for the country you are travelling to
- any other COVID-19 restriction changes affect your travel plans

