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Journeys return policy covid

Hide Answer: After further advice received, along with the continued travel restrictions initiated by various governments, we have no choice but to extend our rail suspensions for our services. Therefore, the South Funen South part has been suspended until 01 January 2021, and Overland has been suspended until 03 January 2021. The Indian Pacific is suspended until 14 February 2021, depending on the reopening of the various state and territory limits for non-essential holiday travel. All guests with suspended travel will be provided with a credit to the value of their original booking and our team can help them rebook their trip to a later date, up to 31 December 2022 or alternatively, guests can rebook themselves via our Online Booking Engine. View answers: Our JourneySafe plan is based on expert advice and implements improved cleaning and hygiene procedures while introducing new measures such as physical distancing. To accommodate physical distancing on the train, guests will be assigned specific meals, as well as scheduled times to spend in shared spaces such as the Outback Explorer Lounge area. Each cabin will have its own supply of hand disinfection and wipes. There will be shared hand sanitization in the lounge areas and available before you take off and on the train. We no longer offer shared plates and all Gold Single cabins have been removed from the service to ensure that all guests will have their own en-suite. We collect all guests' names and contact information to enable us to effectively contact tracking if required. Temperature checks will also be performed at check-in before departure. We ask guests not to move in all parts of the train and stick to their specific accommodation and dining carts. View answers: Guests will be assigned set times for meals and to spend in common areas including the Outback Explorer Lounge and Platinum Club. When moving throughout the train, guests will be asked not to gather in corridors, instead moving into their cabin or the open end of the carriage to allow for safe passage. View answers: All guests checking in will be asked the following questions to ensure we are compatible from a COVIDsafe perspective. Have you been in contact with someone who has tested positive for COVID-19 or has been symptomatic for the last 14 days? Are you symptomatic – do you have fever, cough, shortness of breath or sore throat? Have you left interstate? Temperature checks will also be performed at check-in before departure. If you have a condition that results in a higher than normal temperature, please provide a letter of explanation from your doctor. Show answer: If you start to feel sick during your trip, our crew will do everything they can to look after you and other guests. You will be asked to set your quarantined, where meals will be delivered and you will often controlled by our staff. Show answer: The pandemic has meant that we've had to make some adjustments to further protect people's safety and well-being, but we're confident that your experience will be just as memorable. Our exceptional food, wine and drinks remain the same and you will be blown away by the freshly prepared meals our chefs create on board. We still offer the same off train excursions and have worked with our third-party providers to ensure they practice COVID-safe behavior. Show answers: With the latest COVID-19 development in South Australia, journey beyond rail expeditions have made the difficult but necessary decision to suspend Overland until 3 January 2021. All guests booked on a suspended trip will receive a full travel credit that can be used on any Journey Beyond experience until 31 December 2017. View answers: All guests affected by temporary suspension will be credited to the value of their original reservation, and our team can help them rebook their trip to a later date until December 31, 2017. Guests affected by the suspensions will receive an email confirmation of their credit with additional booking details. View Response: We're pleased to confirm that there are no change fees for guests requesting date changes to travel on dates affected by suspended services. If reservations have been placed in credit, date changes can be made free of charge up to 45 days before departure. Please note that there may be price differences for guests who choose to switch to another travel season or product. Show answer: Yes, the credit can be used for all Journey Beyond Rail Expeditions travel. Please note that there may be price differences for travel seasons. Show answer: No, credit must be assigned to a Journey Beyond Rail Expedition experience. View answers: Yes, credit is available on all third-party products and upgrades. Please note that no refund will be awarded for the remaining credits. Show answers: Different credit structures have been developed to allow for mitigating circumstances for some departures. As you know, the state borders were closed on 22 March 2020, forcing Journey Beyond to suspend all train services. Guests booked for same-day travel were eligible to receive up to 150% credit on their original booking given the late nature of the suspension. Journey Beyond's initial period of suspended operations was from 22 March 2020 to 31 May 2020 and the majority of these guests received up to 110% credit. Guests with reservations from 01 June 2020 to 30 November 2020 (the current suspension date) are entitled to 100% credit of the funds paid. View answers: Guests will receive future travel credit from the received and which may apply to a deposit or a total booking price. reservation price. Answer: These are unprecedented times and we do our best to ensure that all our guests get the level of service and care you have come to expect from our team. Services are temporarily suspended, not canceled, due to federal and state government restrictions. As such, Journey Beyond Rail Expeditions ensures that all guests can rebook for future travel until 31 December 2017. If the service you were booked on has been suspended, we have put your reservation on hold and you will receive a separate email with details of your future travel credit. Show answers: If you have booked through a travel agent, contact your agent directly to change your travel arrangements. View answers: Our Motorail services are currently under review and are not available at this time. Show response: We have partially released the 2021 travel season early this year to facilitate bookings for guests affected by the suspensions. This limited release includes reservations for Ghan and the Indian Pacific from April to November 2021. We expect to open the entire 2021 - 2022 season shortly and will update this page accordingly. All issued credits are valid for bookings until 31 December 2017. View answers: Yes, guests affected by the suspended services may request a letter from Journey Beyond for travel insurance purposes. Please email . As I'm sure you understand, we receive large contact volumes and as such, response times may be longer than usual. Dear Travel family and friends, With immediate effect, we are temporarily closing all stores in the United States, Canada and Puerto Rico through March 28, due to COVID-19. Our top priority right now is the health, safety and security of our employees and our customers. Knowing that our company is the lifeblood of so many, we will continue to pay all the store staff that were scheduled through this time. Our team will continue to monitor the situation daily as it is fluid and continues to change. While we will miss hanging out with you in our stores, journeys.com are still open for business. We understand that shopping for shoes may not be top of mind, but we are here to serve you when you are ready. We offer free ground shipping on everything in addition to our standard 365-day return policy. We are all in the same boat and need to support each other. Over the next few weeks, we will continue to serve our Travel Community and family with creativity, positivity and inspiration through our digital channels, and we encourage you to do the same. Let's all do our part to lift each other up in these tough times. We appreciate your patience and understanding. 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A parent or guardian over the age of 18 can register their child as a member of the Journeys Kidz Birthday Club. Birthday Club members can receive promotional offers and other information about Journeys Kidz at the specified address. Travel collects customer information about the users who are 13 years of age or older in an attempt to improve the customers' shopping experience. Travel acknowledges that it must maintain and use customer information responsibly. The collected information is used to help us respond to customer inquiries, send emails about sales and events, send catalogues and other marketing and promotional material through the post, contact the winners of the competition and/or send and invoice orders. The information also helps us determine which products appeal to our customers so that we can better merchandise our website. Travel collects personal information necessary to process an order, catalog request, a competition item, or a request to receive promotional emails from the consumer. This information name, address, city, state, zip code, phone number, email address, gender sex date of birth (optional). For users who have chosen to register their personal profile on the site by creating an account, the above information, including additional Ship To addresses, can be reviewed and maintained by the customer by accessing them through the My Account link in the top navigation bar of the site's pages. For customers who have not registered a maintainable account on the site, they can contact Journey Customer Service at 1-888-324-6356 to have their information updated as needed. We may use customer information for marketing and advertising purposes. Every promotional email we send comes with a link that allows our customers to unsubscribe or remove themselves from our mailing list. In addition, we may from time to time make customer information available to other carefully screened companies. Categories of companies with which we may share information include other companies that we believe offer products and services that our customers may be interested in, either directly or through companies that market information about potential customers to other product or service providers. If you wish to ensure that we do everything possible not to share your email address or other information with third parties, simply send an email to . Specify which of Journeys' tags (Journeys, Journeys Kidz and/or Shi by Journeys) from which you no longer want to receive messages. When we offer contests or promotions, or join other companies to do so, visitors who choose to participate in these contests and promotions may be asked to provide personal information to participate. This information may then be used by us and any company that offers the competition or promotions to notify the winners or to fulfill promotional obligations. We may use third parties to perform services such as mail catalogs and other marketing and promotional materials on our behalf. We will provide customer information to these third parties to the extent necessary to enable them to perform the services we have engaged them to provide. Third-party integrated solutions In addition to the third-party service providers discussed elsewhere in this policy, Journeys uses low-cost third-party solution providers on its website to offer specific features that help improve the shopping experience for its customers. As a result, there are cases where the site must share customer information with one or more of these providers in order for their software to work as expected and provide our customers with the expected benefit. In addition to third-party payment and e-mail opt-in services made available through the site, Journeys currently uses the three third-party providers listed below as in particular have access to some customer information as described. Den Den has committed to travel complying with our customer information policy and, in the event, have also provided a link to their own business policy. Your California Civil Code, section 1798.83, also known as S.B. 27, allows our Customers in California to request certain information about any information about our disclosures of personally identifiable information to third parties for their own direct marketing purposes. To make such a request, please contact us at either or Genesco Retail Direct, Genesco Inc., 1415 Murfreesboro Rd, Suite 503, Nashville, TN 37217 and include your name and the address to which you would like us to respond. We will try to provide you with the requested information within 30 days of receipt. 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When your computer accepts the cookie, we may record that session as a new visitor to our site. As important as cookies are to our website, we understand that this can make you uncomfortable. If you prefer not to accept cookies from our or another website, you can change the setting on your specific web browser so as not to accept them. See your browser's online help feature or user guide for instructions on how to do this. Using IP addresses An IP address is a number that is automatically assigned to your computer when you access the Internet. Your computer's IP address is used by our website for management purposes and to report aggregate traffic information to our affiliates and advertisers. Our website does not bind personal information to an IP address. Security Although no online transaction is 100% secure, Journeys strives to protect your privacy to the best of your ability. All submitted orders use the secure checkout feature on our website. 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