**easyJet holidays responds to changing travel advice for Italy**

15 October 2020 – With Italy having been added to the FCDO’s ‘all but essential travel’ list, easyJet holidays is contacting customers with booked holidays to share the update and offer support.

All customers due to travel in the coming days up to and including 23 October will be contacted by the easyJet holidays team to share the disappointing news but reassure customers that they will receive a full refund for their cancelled holiday back to their original payment method. Something the firm has been able to process within an average of 12 days.

The holiday provider is also contacting anyone due to travel to Italy between 24 October and 1 November to let them know their options. Customers can either receive a full refund back to their original payment method, or receive easyJet holidays credit to make a future holiday booking.

For any customers with travel plans to Italy beyond this date, easyJet holidays is offering reassurances to customers that the situation will continue to be closely monitored and that holidays will be reviewed in departure date order to give holidays the best chance of going ahead. Typically easyJet holidays customers due to travel beyond the current cancellation date, who keep their bookings as they are, are contacted in the week leading up to departure to confirm whether the planned trip can go ahead.

Holidaymakers who are more than 28 days away from their holidays can rely on easyJet holidays’ recently launched [Protection Promise](https://www.easyjet.com/en/holidays/info/protection-promise), an industry leading policy which offers the ultimate flexibility and protection, and the tour operator has also launched a set of [Covid Commitments](https://www.easyjet.com/en/holidays/info/covid-19-response) to ensure safety and flexibility when booking a break.

Matt Callaghan, easyJet holidays Customer Director, said “It’s our mission to make sure our customers have safe, comfortable and enjoyable holidays, so with this front of mind we will cancel all holidays where the FCDO advises all but essential travel. We share how disappointing this news will be that we’ve had to cancel holidays to Italy. But we’re acting straight away to contact our customers who are immediately affected by today’s announcement to explain their options.

“We’re here to do all we can to give our customers comfort during these uncertain times so we’ve introduced a set of Covid Commitments to ensure safety, flexibility and peace of mind when booking with easyJet holidays. We take pride in always being on our customers’ side.”

easyJet holidays Covid Commitments can be found [here](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.easyjet.com%2Fen%2Fholidays%2Finfo%2Fcovid-19-response&data=02%7C01%7CLauren.Ridley%40easyJet.com%7Cdfe61d1e5e434ce9796208d86a156d31%7C39d6d41dc7ca4a42ae3b0fba82be994b%7C0%7C0%7C637375987545612328&sdata=SRPFsrDwl09sj9NqKMyOrjXRlt7nI0EhAs9ObEJQqu4%3D&reserved=0)

easyJet holidays’ Protection Promise can be found [here](https://www.easyjet.com/en/holidays/info/protection-promise)

-ENDS-

**Notes to editors:**

For more information please contact the team on

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**About easyJet holidays:**

easyJet holidays offers great-value beach and city holidays to more than 100 destinations across Europe. The ATOL-protected holidays company, combines easyJet’s flexible flight programme, handpicked hotels and best-in-class technology to provide hassle-free personalised holiday experiences. The holidays operator is an ABTA member too providing additional reassurance to customers under the UK’s most trusted travel scheme.

With transfers included on beach holidays, 23kg hold luggage included as standard on all bookings, and over 5,000 hotels, across over 500 resorts, easyJet holidays allows customers to holiday the way they want.

All easyJet holidays are covered by its [Protection Promise](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.easyjet.com%2Fen%2Fholidays%2Finfo%2Fprotection-promise&data=02%7C01%7CLauren.Ridley%40easyJet.com%7C681504ed8ebd4edebd3208d8669ec72f%7C39d6d41dc7ca4a42ae3b0fba82be994b%7C0%7C0%7C637372179411063273&sdata=hzvoRxiuR7f8VsKr05q2INwA654VWGnR8LAx2IYoG5Q%3D&reserved=0), giving customers flexibility, protection and reassurance. The Promise offers a refund guarantee, freedom to change a booking, a reduced balance due date, a Best Price Guarantee and deposit refunds, should plans change, letting customers book with confidence.