



## Postcards from Amsterdam FAQs

Last Updated: 20th March 2020

### COVID-19:

- Will COVID-19 impact this event?
  - At present, all advice is short-term and therefore we are not concerned that it will impact the event itself. However we appreciate that it may cause reluctance to book given current financial (and other) uncertainties.
  - The health and wellbeing of our members is our priority, so we will continue work in line with advice from Girlguiding and Public Health England.  
<https://www.nhs.uk/conditions/coronavirus-covid-19>
  - It is also important that you look after your mental wellbeing at this time, so please consider limiting your time checking news and social media and keep up with activities you enjoy. Keep in touch with friends and family over the phone or the internet- or why not write them a postcard!

### Participant Questions:

- Can Brownies attend this event?
  - No, the event is only for the Guides section and above.
- Do leaders need to have their international module on their Going Away With?
  - Leaders must either be working towards or already have their international module to take a group to the event.
- Can Rangers and 18-30 members join as their own teams?
  - Yes, however Rangers must have a leader with them who is 18+.
- I'm a lone Ranger/18-30 member, can I get involved with this event?
  - Yes! When booking on to the event there will be an option for you to sign up as an individual, from there we will team you up with other Rangers/18-30s. Bookings for this option will close earlier to give you plenty of time to get to know each other and plan your travel together.
- Can other regions join this event?
  - Yes, although if we are tight on spaces priority will be given to North East England members.

### Travel Questions:

- How far in advance can you book ferries and trains?
  - DFDS Ferries can be booked up to 9 months in advance.
  - P&O Ferries can be booked up to 6 months in advance.
  - The Eurostar to Amsterdam can be booked up to 6 months in advance.
  - Flights can generally be booked up to 11 months in advance.
- Sustainable travel options aren't an option for my group as I am concerned about the constraint of school timings. How can I ensure we make the most of the event?

- Below we have written the current timings of ferries and trains to help you to consider whether these would work for your group (you could even consider travelling there using one method and coming back using another). In addition to this we have added a note about flying sustainably.
- **Ferry**  
Groups on half term 1: DFDS Ferry back to Newcastle leaves at 17:30 Saturday so groups would leave the wide game by 16:00 to get the ferry and arrive home Sunday morning for the beginning of term.  
Groups on half term 2: DFDS Ferry from Newcastle closes check in at 16:15 Friday arriving in Amsterdam at 9:45 Saturday to begin the wide game.
- **Train**  
For groups on half term 1: The last train back on the Saturday leaves Amsterdam at 15:15 so groups could start the wide game early. If groups can travel on Sunday, they can leave at 7:25 or 10:15 and arrive home evening.  
For groups on half term 2: On the Friday, the latest train which allows groups to make a connection at Brussels, leaves London at 18:04.
- **Flying** We understand that, with school timings and costs, flying may be the most accessible option for many. Below are some ideas on how to fly as sustainably as possible:
  - Use this Carbon Emissions Calculator: <https://www.icao.int/environmental-protection/carbonoffset/pages/default.aspx> to help you to choose the best offsetting airline and to find out what each flight's carbon footprint is. Awareness is a huge part of mitigating climate change as it can inspire us to take action!
  - Before going to the event, as individuals or as a group try to complete activities, to offset the carbon you have calculated.
  - Check out this article for tips on how to fly more sustainably: <https://www.cntraveller.com/article/how-to-fly-more-sustainably>.

### Financial Questions:

- What is the refund policy for the event?
  - **Cancellation by Participant** - A deposit of one third of the ticket price (£10) is non-refundable. No refund will be made for bookings cancelled after the published closing date unless it is possible to fill the place.
  - **Cancellation by Region** - Girlguiding North East England reserves the right to modify or cancel the event if unforeseen circumstances arise. In the event of cancellation a full refund of the event fee paid to Girlguiding North East England will be made to all participants.
- What about the risks involved with booking winter travel?
  - We advise that you should primarily seek help from your local advisers.
  - Please ensure that you take out sufficient travel insurance that will cover you, should winter weather mean that your travel/the event is affected.
  - Check out the Girlguiding website for more information on travel insurance: <https://www.girlguiding.org.uk/making-guiding-happen/running-your-unit/finance-insurance-and-property/insurance/travel-insurance/>.