



April 2020

From the editor

In this month's edition:

- Coronavirus update.



Taking the rainbow thing a bit too far! Eleanor's approach is much more appropriate.

Welcome to the April edition of the newsletter, which you will notice is very short, for obvious reasons. There is only one topic of conversation this month, which of course is this awful Coronavirus.

You have probably heard enough about it already, but we will take this opportunity to answer some of the most frequently asked questions that have come up over the last

month or so.

Thanks to everyone who has contacted us with messages of support. It's not a good time to be in the tour industry, but to be honest, it's not a good time to be in any industry (apart from toilet roll manufacture).

Our thoughts are with all those people who are ill or who are working, keeping the country running. We probably all have

friends or relatives working in the NHS, food retail, transport etc.

We have another great recipe from Dave but no motorhoming tips this month as there's nothing to do apart from clean it or sit in it on the drive! Take care.

Bob & Wendy, Dave & Sue, Colin & Sue, Gary & Eleanor, Ian &

Plus our regular features:

- Another great recipe from Dave.
- Keep in touch.

Coronavirus Q&A

Have you cancelled all your tours?

At the moment we have cancelled everything up to the end of June. We have contacted everyone affected.

On what basis do you decide to cancel a tour?

Our main port of call is the Foreign and Commonwealth Office (FCO).

If they advise against travel (or 'all but essential travel'), then we cancel. There may be other considerations e.g. local travel restrictions. Conversely, if the FCO say it is safe to travel later in the year, then we will.

How soon will we find out if our tour has been cancelled?

We are trying to give two months notice but this is not always possible as the situation is so fluid.

Do we get a refund?

We have been providing full refunds

to all customers booked on the tour at the point that we cancel it.

How will I get my refund?

We will contact you via email and ask for your bank details so we can repay by BACs. Please allow a week for us to process the payment.

Can I transfer rather than refund if my tour is cancelled?

At this stage, as there is so much uncertainty, we think it is the best solution to simply provide refunds. We would love to see you either later this year or next year and you are welcome to book as soon as we release the 2021 schedule.

Our tour goes later in the year. Is it still on?

At the moment we are hoping that our August and September tours will still go and we are continuing on this basis for now. Again, we will take the FCO advice

on this.

I'm booked on a tour later in the year. Can I cancel?

You can cancel at any point, but please remember that if **you** cancel, our normal terms and conditions apply. Where **we** cancel, we are paying 100% refunds. Advice from travel experts (and our advice) is to be patient and wait and see if the tour goes.

I'm booked on a tour later in the year. Can I transfer to 2021?

We cannot offer transfers onto 2021 as we do not know the schedule yet. Our advice is to be patient and see if the tour goes. If we cancel it you will receive a 100% refund, which you can then use on any tour in 2021.

What's happening next year?

At the moment our 2021 tour schedule is on hold until the

"All deposits and final balances paid are held in a secure Barclays 'Client Account'".

...continued

situation becomes clearer. You can expect to see a schedule that is very similar to this year's. Keep an eye on the newsletter for the latest.

Is my money safe?

Yes. 100%. All deposits and final balances paid are held in a secure Barclays 'Client Account'. We **never** spend this money until your tour returns so everything paid to us for 2020, is sitting securely in that account and will come back to you if we cancel your tour.

Will my insurance cover me if I cancel now?

This is very unlikely as this is classed as 'unwillingness to travel'. Typically there has to be FCO advice against travel for your insurer to consider a claim.

What impact is it having on the industry?

Well, it's not good.

We are really feeling it for our campsites. Many are privately run and we have become good friends with the owners over the years. They have fairly high operating costs and no income at the moment so they are being hit hard.

The most common question we have received (and we thank all of you who asked) is:

Are you all OK?

Things are surprisingly good at 'Team Crossings' at the moment (touch wood).

We are all self-isolating and only going out for groceries (and loo roll).

Wendy and I have two large 'retirement jobs' that have now been brought forward—one in the garden and one on the roof.

Colin and Sue have been busy building a patio and greenhouse. Not sure what they are burying under it though.

Linda is doing lots of online zumba while Ian has been tinkering with engines. I think I have that the right way round.

Eleanor and Gary have joined the rainbow revolution, showing solidarity for the NHS and other key workers. <https://www.bbc.co.uk/news/uk-scotland-52050089> At least the haggis will be safe for a while.

Dave and Sue have been providing us with lots of recipes for the newsletter. Dave was enjoying a birthday steak and a Warsteiner last time we spoke.

I think a few of us have had birthdays in isolation this year. Same as every year for me.

So in summary, gardening, DIY, cooking, eating, drinking and a little bit of keep-fit.

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Coq au Van: the amusingly titled recipe section

Chicken and Leek Mash Topped Pie

Ingredients:

- 750g potatoes, peeled and cubed.
- 1 tbsp vegetable oil.
- 3 large chicken breasts, cubed.
- 2 leeks, sliced.
- 295g can cream of chicken con-

densed soup.

- 4 tbsp milk.
- 25g butter.
- 75g mature cheddar cheese, grated.

Cooking method:

Preheat oven to 200C, Fan 180C/Gas 6.

Boil potatoes until soft. Stir fry chicken until almost cooked, add the leeks, continue cooking until soft.

Stir in the soup and milk, mix well and pour into a 1 litre oven dish. Mash the potatoes with the butter and cheese.

Roughly spread over the chicken and leeks and cook for 25 minutes or until golden brown.



Keep in touch

We are very happy to hear from newsletter readers throughout the year. If you have ideas for features, questions, motorhoming tips or questions about any of our tours, please feel free to get in touch at any time.

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