



CORONAVIRUS

An Update from Supercard

With the rising number of cases of Coronavirus (COVID-19) in the UK, we are providing this update to keep our customers informed of what precautions we're taking in response to this evolving threat. The safety of our customers and staff are our top priority.

Travel Requests and Rewards

Due to the constant change in advice from the Government, travel operators and other bodies and organisations, we are reviewing all existing travel bookings on a case-by-case basis.

For our members who have not yet booked but who wish to, we are following all guidelines set out by the Government. We endeavour to make bookings where possible.

Hygiene Control

Coronavirus (COVID-19) is an evolving threat and we are learning more and more about how to respond each day. However, one thing that is absolutely clear is that a high level of hygiene is of great importance.

Our staff who dispatch goods to our customers have been instructed to take extra precautions, and to maintain the highest level of hygiene standards.

Handling Customer Queries

Whilst our teams are well-equipped to work with minimal interruption at this time, we are also taking precautionary measures with our staff. As a result of this, our response time may be slightly longer than usual. We appreciate your patience during this time. We will answer your calls and respond to your emails as soon as possible.

We will update our website with any further information as it emerges. We thank you for your patience and understanding.