

## **CORONAVIRUS (COVID-19)**

Updated Thursday 2<sup>nd</sup> April 2020

### **Guest Information**

**On 23<sup>rd</sup> March 2020, the Government issued the instruction that everyone must stay at home. We have taken the decision to close all of our glamping sites to new arrivals until at least Friday 5 June 2020. We are not accepting any new bookings with a start date before 3<sup>rd</sup> July 2020. You can make a booking with us for on or after this date if you wish – see 2 below.**

During these difficult times we encourage everyone to follow the Government's guidelines to keep each other safe and well.

### **FAQs**

**1. I have an upcoming booking with an arrival date between 5<sup>th</sup> June and 3<sup>rd</sup> July 2020; what happens now?**

If the Government instruction is extended so that you will not be able to travel to your holiday destination, we will be in contact prior to the start date of your holiday.

We are offering two options; provided that you made your booking before 15<sup>th</sup> March 2020 we can look at moving your holiday to a date later this year or book a similar date next year. Transferred bookings are non-cancellable. If the total cost of the stay is higher than you have already paid, the difference will be invoiced under our standard terms and conditions.

We are not currently requesting you to make any outstanding balance payment under our standard terms and conditions. If the travel restrictions are lifted before your date of stay then we will request immediate payment of the balance. This request can be within 7 days of the start date of your holiday. If the travel restrictions are still in force 7 days prior to commencement of your holiday then we will contact you and discuss the options detailed above.

**2. Can I make a booking with you?**

We are accepting new bookings now for holidays commencing after 3<sup>rd</sup> July 2020. Our normal [Booking Terms & Conditions](#) apply including those on cancellations (which include you not being able to travel).

**3. What if I made my booking on or after 15<sup>th</sup> March 2020?**

Our normal Booking Terms & Conditions apply to cancellations of such bookings (which include you not being able to travel).

**4. What happens if I want to cancel my holiday that is due to start on or before 5<sup>th</sup> June 2020?**

We believe every client with a holiday starting on or before the 5<sup>th</sup> June has been contacted and a solution agreed. If you were holidaying with us within this time period and have a query then please do contact us.