



## **COVID-19 Cancellations Policy**

If you are not able to go ahead with your booking for any of the following reasons:

1. UK government restrictions related to COVID-19 that prohibit travelling to ourselves, for example a lockdown or travel ban
2. Either yourself, or someone in your group, having a positive COVID-19 test\*
3. Either yourself, or someone in your group, has been instructed to self-isolate\* following government guidance
4. We are unable to host your stay as planned

\*we may ask for evidence of a positive COVID-19 test result or isolation notification

You have the following options available to you:

1. Transfer your booking to another date – subject to availability. If the cost of your alternative date is lower than the one originally booked we will refund the difference, if the new stay is higher in cost we will require additional payment for the difference.
2. Request a full refund – we will refund the amount paid for your booking