

Cancellation/Refund Policy – Coronavirus Covid -19 (including all Variants)

We have terms and conditions in place to cover the majority of eventualities however, we are all facing unprecedented circumstances with rules, laws and regulations that are regularly changing.

We are being understanding of the current changing guidelines, showing a willingness to compromise and work together to amicably arrive at a mutually acceptable solution to all bookings affected. Each holidaymakers situation is unique, and it is our right to manage our business(s) as we see fit, in a fair manner.

Should your booking be affected by the ever-changing Government advice, laws and guidelines you must contact us via email as soon as possible with any concerns.

The name and address of the lead booker on the booking confirmation is the only information that we can use for the below...

Should Government advice be in place with regards to *Travel within the UK at the time of your selected dates, we are happy to offer a refund minus a £20 admin fee or a date exchange whichever is most suitable for you.

Where a date exchange is chosen - if the rate is higher for those chosen dates this will be charged for and vice versa.

If you are unable to travel/holiday due to self-isolation, or any other None *Travel related Covid matter our standard refund/cancellation policy will apply.

*Travel - The government state that you are NOT to Travel away from your primary address to a holiday destination and stay overnight.

If you are on Holiday at one of our properties and a lockdown is instructed, we shall comply with any guidelines introduced and be in touch with all guests accordingly.

We do not cover & cannot be held responsible for the disruptions made to plans of households meeting/gathering/staying together at the property booked, or other activity's, events or any other arrangements due to take place while you are away, including that of closures to other businesses or venues in the surrounding area.

Before you book and or travel, you need to ensure you have checked and understood the relevant regulations applicable to you, your location, your destination and the make-up of your party and it is your responsibility to comply with such regulations.

Should you or anyone in your party start displaying symptoms of Coronavirus (Covid 19) while staying in any of our properties please inform us immediately. You and all parties must self-isolate to minimise the risk of transmission and request a test. If the test(s) are confirmed positive for Coronavirus (Covid 19), all parties should return home in their private transport if they are well enough to do so.

If you are required to self-isolate in our property(s) because while away you have tested positive for Coronavirus (Covid 19), all costs, including the cost of extended stays / deep cleaning of the property are to be covered in full by you or your travel insurance.

We have not experienced any confirmed cases of the virus amongst either guests or staff at the current time and would like to reassure you that we are doing as much as we physically can to protect everyone involved with or visiting our Holiday Homes for the future.

We would like to thank everyone who has transferred/moved their bookings with us during this unprecedented time.

We are very much looking forward to welcoming everyone back soon.