



# Covid Policy

## Book With Confidence

We unfortunately find ourselves in unprecedented times and we have learnt to adapt to plans changing at the drop of a hat. We have introduced a Covid Confidence Policy to give you peace of mind when booking your next holiday.

## Need To Cancel or Amend Your Booking?

For all holidays booked to arrive in 2021 and 2022, if you need to cancel or amend your booking because;

- The government impose travel restrictions meaning you are unable to travel to us or we are forced to close
- You or one of your party fall unwell with a positive Covid-19 (Coronavirus) PCR test result

We will offer you a fee free rearrangement (with no admin fees) of your booking within 12 months of original arrival date, subject to availability. We will also price match another 'same season' stay, subject to availability. For example, if you have booked for low season dates, we guarantee you will have nothing more to pay for another low season stay within 12 months. If the new dates are cheaper than the original dates, there will be no refund in price however. If your new dates are in a higher season tariff, the price difference will be payable. Please note, we do require an official PCR test result as proof of illness in order to honour this.

## Paying Your Final Holiday Balance

For **Lodge, Log Cabin, The Farmhouse, Geodome, Glamping Pod and American RV holidays**, the remaining balance is payable upon arrival. If you need to cancel or amend your booking due to the reasons above, the balance is still due and payable on the date of your scheduled arrival, as per our Terms & Conditions of booking. We will however move your booking with no admin fees to a new date within 12 months.

For **Helicopter and Touring** holidays, the remaining balance is due 6 weeks before arrival.