



### **Accommodation Covid Cancellation Policy**

We strongly recommend that you take out Travel Insurance to cover your obligations under a booking contract.

Should circumstances prevent you from taking your holiday as planned or make it necessary for you to curtail it, you should notify us by telephone immediately and in writing by email or fax.

If you have booked on a flexible rate basis, non-arrival or cancellation less than 24 hours prior to the arrival date will result in the full confirmed value of the stay being charged.

If you have booked an “advance purchase” rate, any cancellations or amendments that are not a direct result of COVID-19 illness will result in our retaining the full advance payment of your stay as that is the condition of the booking rate you have chosen.

If you need to cancel or amend your booking ahead of your arrival date due to COVID-19 illness or self-isolation requirements (with written evidence), we can offer one postponement of your booking to another suitable date, though rates may differ between dates. Cancellation charges if due, may be taken from your credit or debit card.

If we are forced to close the hotel due to COVID-19, or cannot honour a booking or bookings due to reasons beyond our control, bookings will be transferred to a later date or cancelled at no charge and If the hotel cannot honour bookings, pre-payments will be reimbursed