

## ***Covid-19 Booking Guarantee 2021***

***Published 18/02/2021 – Valid in 2021 Season Only***

We understand that there is a great deal of uncertainty as to when life will return to normal which makes it difficult to plan a holiday. Following helpful feedback from our customers we would like to offer some additional flexibility in the form of a *Covid-19 Booking Guarantee*. We hope this will allow you to book your next holiday in confidence, knowing that if it were cancelled due to a lockdown, you could postpone the booking to later in the season.

**Please note that the following only applies to bookings that fall in a government-imposed lockdown.**

### **What is included as part of the Covid-19 Booking Guarantee?**

- **Credit Note:** If you are unable to carry out your booking due to a government lockdown, you will be eligible for a credit note to use on a future booking (valid to redeem in the current season only).
- **Reduced Cancellation Fee:** If you are unable to carry out your booking due to a government lockdown and would prefer a refund, the cancellation fee will be reduced to 15% of the total booking amount. The remaining monies paid can be refunded at your request.

*The Covid-19 Booking Guarantee will apply to all bookings in the 2021 season. Please note that if you or any of your household falls ill and/or must self-isolate, our standard Terms and Conditions will apply. For this reason, we advise guests to take out the necessary holiday insurance.*

### **Credit Note: How does it work?**

The credit note applies to existing bookings which fall during a lockdown period (or when the campsite is otherwise unable to open directly due to Covid-19).

The credit note allows you to carry forward the existing payments on your current booking to a future booking up until end of October 2021. You don't need to decide on new dates until you are in a position to do so but if you don't claim your credit note before October 2021, it will expire, and you won't be entitled to a refund.

### **How do I register my credit note?**

1. First, let us know that you would like a credit note. The easiest way to do that is by emailing us.
2. Then, we will put your booking on hold and contact you by email to confirm your credit note.

### **How do I redeem my credit note when I want to rebook?**

1. Please email us with your preferred arrival date and any other changes from your original booking (please don't book online). Your new arrival date must be in the same season.
2. Provided there is availability, we will amend your previous booking to the new dates. Any existing payments will be credited towards the new booking. You will be sent a confirmation email to confirm your new booking.

**Terms:** *The Credit Note/Reduced Cancellation Fee only apply if there is a local or national lockdown in place during your dates of stay, or if the campsite is otherwise unable to open. **The Credit Note/Reduced Cancellation Fee are not applicable for self-isolation reasons.** Upon transferring the credit to your new booking, your old null booking will be cancelled. Usual terms and conditions will apply to your new booking. Rebooking is subject to pitch availability – keep in mind that some weekends tend to fully book far in advance especially if the campsite's capacity is reduced in the future. If there is an outstanding balance on the new booking after applying the credit note, you will be required to pay the difference. Please note your booking total may increase if: you re-book on dates which fall in a different price bracket; your booking details change; or the tariffs increase. If you do not claim/use your credit note in the current season, it will expire, and you won't be entitled to a refund.*

## Our Onsite Response to COVID-19

If you've stayed with us before you're probably aware of the high standards which our facilities are maintained to, we'd like to reassure you that we've taken additional measures to keep the site safe.

### What We Are Doing:

- Extra cleaning. The toilet/shower blocks will now operate in their typical communal capacity although cleaning schedules have been increased and additional measures put in place in line with the government's Covid Secure Guidelines.
- More pitching space: We have reduced the number of pitches available to book. Additionally, in 2020 the campsite was extended. The new camping field has created even more space to pitch, play and relax!
- Sanitiser Dispensers & Additional signage: Signage has been placed around the communal facilities to remind people to take extra care. Sanitiser dispensers are located outside the washrooms and play areas.
- We're not accepting large group bookings the time being. We won't be reserving group areas or taking location requests for the time being either. You can still make pitching requests on arrival and we'll do our best.
- The outdoor play facilities & games room are allowed to open as usual. The play equipment is not sanitised so it is essential to supervise children and ensure they practice good hand hygiene.

### What We're Asking You To Do:

- We ask you not to invite day visitors to the campsite. Please meet up elsewhere.
- Wait outside the washrooms if they're busy. Please don't queue inside. Keep 2m apart when queuing.
- Hand sanitiser dispensers are located outside the entrances to all communal facilities. Please sanitise your hands before entering.
- Hand washing: Please wash your hands thoroughly after using the facilities.
- Limit time spent in the washrooms: Keep time spent in the washrooms to a minimum, if possible try to use the washrooms at the same time as other members of your household.
- Showering is not essential: If you need to shower, try to use the washrooms at quieter times (e.g. before 8am, after 9.30pm, or around midday)
- Carry your own portable hand sanitiser if possible.
- Keep Doors Open: Keeping doors open means less contact with surfaces.
- Supervision: Keep an eye on your pets and children. Avoid contact with others.
- If you bring your own camping toilet, you can dispose of waste in the chemical waste disposal point.

**We are asking all visitors to adhere to the following:**

- Do not come to site if you have symptoms or coronavirus (temperature, a new & continuous cough, loss of smell or taste).
- Wash your hands thoroughly and frequently – or use the hand sanitizers where provided, following contact with the campsite's communal areas, or trips out.
- Ensure all coughs and sneezes are caught in a tissue, which should be binned immediately. If you do not have a tissue, use the crook of your elbow instead.
- Try to engage in 'social distancing' wherever possible. Avoid hand-shaking and close contact with others – maintain a distance of at least 1 – 2 metre (1 metre plus).
- Minimise contact in the communal areas where possible. Procedures for the use of communal areas may be put in place by the site owner.
- If you or a member of your party start to display symptoms (high temperature, a new continuous cough) during your stay, you and your party must leave the campsite as soon as possible and self isolate.\*\* Please report this to duty manager on site.

*All of the above information is correct at the time of writing and is based on the government's guidance which you can read here:*

[https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance.](https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance)

*All of the above changes and precautionary measures will remain in place until we receive further government advice which supersedes it. Further information may follow. If you have any questions or concerns, please do not hesitate to contact us.*

Wishing you all the best,

*Will, George, Angie & Charles*