

Coronavirus Booking Guarantee

- A Low deposit of just 30% to secure your booking.
- Balance not due until 30 days before your holiday, in case of late changes to Coronavirus guidance.
- No refunds offered to the customer, but flexibility to move bookings until the end of 2022 in the event of Coronavirus restrictions.

By making payment you are agreeing to the following terms:

Payment Terms

For bookings made more than 30 days in advance a deposit of 30% is required to secure your booking, with the balance payment due 30 days prior to your break commencing.

For bookings made within 30 days of your break commencing the full balance will be due upon booking.

Flexible Rebooking Policy

In the event of cancellation due to Coronavirus restrictions or for self-isolation, the customer has the flexibility to move the booking to alternative available dates until the end of the current season. In the event of no availability within this season, we can then the customer can then move to the following season, subject to availability. If the customer chooses a date where the same accommodation is only available at a higher price, the additional prevailing rate for the stay will be due.

The flexible rebooking policy is only available for cancellations related to genuine Coronavirus restrictions.

Flexible rebooking is not available for cancellations related to weather or other reasons.

Cancellations

Due to the flexible dates offering, the low deposit and late balance payments, no refunds are available to the customer on any funds paid to the campsite (either the deposit or the balance). If the customer fails to pay the balance by 30 days prior to the holiday start date, the deposit may be deemed to be forfeited by the campsite and the booking cancelled. In such an event the flexible rebooking policy will no longer apply.

To qualify for our COVID-19 policy you must provide notification within 24 hours of either:

- evidence of positive PCR COVID test
- evidence of official advice to isolate or
- alternative official evidence that precludes your visit based on government guidance.

In all circumstances you must advise us before 10am on the day of arrival that you have had a COVID-19 concern or may be unable to stay with us. In the event of group bookings, group members or families not advised to isolate under government guidelines, or those who have not tested positive with an ensuing PCR test, will not qualify for our COVID-19 policy.

For new bookings made involving groups of families and friends, it is contingent upon these groups to observe the current Government guidance on social distancing at the time of their stay. Unwillingness to observe social distancing rules will not be considered sufficient reason to trigger our credit or refund policy for new bookings.

Insurance

We are not liable for refunds or expenses you incur in the event we are prevented from fulfilling your Booking as a result of circumstances beyond our control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, notifiable diseases, health risks or such similar events ("Force Majeure"). We strongly recommend that you have adequate holiday insurance in place to cover this.