

Park Cliffe Camping & Caravan Estate

Birks Road, Windermere LA23 3PG

15th October 2020

Considering the ongoing concerns about the spread of Coronavirus, in March we temporarily amended our cancellation policy to reduce the cancellation notice period from 14 days to 7 days for a refund, and to 3 days for a booking date transfer. Our normal policy will resume when the Coronavirus crisis has passed.

We have further updated this policy on 15th October 2020 to take into account the Government's introduction of the three tier area restrictions, which may affect your booking in future.

We hope this will enable you to react and plan according to your own health concerns and national advice. We will continue to monitor the Government's advice about the crisis and may further review this policy.

Temporary Cancellation Policy for short stay holiday bookings

If you wish to cancel you booking you must notify us in writing by email.

If you cancel up to 7 days before the start date of your holiday, monies will be refunded to you less an administration charge.* Alternatively, you can transfer the monies already paid to a future booking or a credit note will be given. Credit notes are valid for 12 months.

If you cancel up to 3 days before the start date of your holiday, you can transfer the monies already paid to a future booking within 12 months.

Should you cancel within 3 days of the start date of your holiday all monies will be lost.

*Administration charges:

Touring pitch, camping, pod & shepherds hut bookings - £30

Holiday caravan hire short breaks - £40

Weekly caravan bookings - £80

Cottage bookings - £100

If we can no longer offer the holiday booked or we need to cancel your booking the following options are available:

- Transfer the booking to a future date (within 12 months)
- A full refund

Additional travel or COVID-19 diagnosis guarantee

In addition to our temporary cancellation policy, if there are UK Government restrictions on travel or a member of your party, or close family relative living in the same household, is diagnosed with COVID-19, and you contact us up to **3 days before your arrival date**, you can choose to:

1. Transfer your booking to a future date in the next 12 months, or
2. Receive a credit note against a future holiday in the next 12 months, or
3. Cancel your booking and receive a full refund.

We recommend that our customers take out holiday insurance and check to see if they are covered for booking cancellations.

Updated 2.2.2021