

COVID-19 update: as at 5 November 2020

We are currently experiencing extremely high call volumes. So that we can assist customers effectively and efficiently, we are trying to prioritise customers with imminent bookings. Please help us in this effort by NOT getting in touch unless your booking is in the next 14 days (unless we suggest otherwise below).

Government regulations on COVID-19 change frequently. Before you travel, you need to ensure that you have checked and understood the relevant regulations applicable to you, your location, your destination and the make-up of your party as it is your responsibility to comply.

Please note that the below is not legal advice and you must make sure you familiarise yourself with the relevant government regulations.

England

- New England-wide national lockdown – Customers with bookings starting between 5 November and 2 December 2020 will have the option of a refund of the amount paid for the booking or, if available, the option to change your booking to a later date. We have been in touch with affected customers so there is no need to contact us unless the next bullet point applies to you. We have also already been in touch or will shortly be in touch with customers who had bookings starting on 2 November and ending after 5 November 2020 with their options.
- If you are legally permitted to make use of your booking because you satisfy one of the legislated exceptions for which overnight stays at guest accommodation are still permitted, please get in touch with us as soon as possible.

Wales

- Welsh National Lockdown – If you live in Wales, and your booking takes place between 6pm Friday 23 October 2020 and 12:00am on Monday 9 November 2020, your booking will not be able to take place due to the Welsh national lockdown. We are emailing all affected customers, and are offering the choice of a full refund of the amount paid or the option to rebook at a later date.

Scotland

- Protection Level 3 - if your booking is due to start between 2 and 30 November 2020 and you live in an area with a "Protection Level 3", you may not be able to make use of your booking. If that is the case, you can receive a full refund of what you have paid or you may change your booking to a later date. We have already contacted customers who we believe are affected with travel start dates up to 17 November with these options and will contact affected customers with later bookings in due course.
- Protection Level 2 or 1 - if your booking is due to start between 2 and 30 November 2020 and you live in an area with a "Protection Level 2" or "Protection Level 1" alert area and you are unable to make use of your booking due to the Scottish government you may choose to receive a full refund of what you have paid. We have previously emailed customers we believe affected by this rule.

Your options

There is currently no end date to these government imposed measures. The above options are currently only available if your booking is due to take place in the timeframes listed. If your booking is beyond these dates, it is too early to tell what restrictions will be in place at the time of your booking. If measures continue to be in place closer to the time of your booking, which would put you in breach of government regulations if you were to make use of your booking, rest assured that these options will be available to you then.

Where can I find the latest guidance from the government?

<https://www.gov.uk/coronavirus>