



GRADBACH

DISTINCTIVE ACCOMMODATION

Statement and Temporary amendment to terms & conditions of bookings for arrival up to 31st May 2020

- We know that people are worried about COVID-19 & the impact this may have on bookings they have with us over the next few months.
- We are now closed until at least the end of April & will be reviewing government advice & requirements to judge when we can again welcome guests.
- Our main priority is to protect our guests, staff & visitors
- We are following & constantly reviewing the advice of Public Health England on all matters of infection control and have been disseminating this advice to our staff team and guests on a regular basis.
- We know that in the current situation plans change. We are building in additional flexibility for our guests where this is possible as outlined below;
 1. We are working to ensure no groups or individuals are out of pocket whilst also attempting to protect our business.
 2. For bookings with arrival dates up to the 30th April 2020 we are offering the option to differ the booking to a forward date as below or if that is not an option for you we will offer a full refund.
 3. For Group bookings for our Mill or Hires of the Farmhouse for arrival from 30th April to the 31st May 2020 we are offering to defer bookings to an available date through 2020/21 on a similar season basis (i.e. a low season booking to be moved to an alternative low season date)
 4. Bookings for arrival after the 30th April that are cancelled by the customer at this stage would be subject to the standard booking terms with any deposits being forfeited & other payments forfeited on the cancellation scale. <https://www.gradbach.co.uk/terms-and-conditions/>
 5. Our deferral & cancellation policy will be amended in line with the government requirements on our business.
 6. We would ask that any deferrals are requested a minimum of 7 days before the original booking arrival date.
- We will of course update this policy & guidance in line with government policy & guidance and will communicate this to our guests by email.

23rd March 2020