

CORONA VIRUS



During the period of Government special measures relating to the Corona Virus the following conditions of staying with us will apply to all guests.

ARRIVAL and DEPARTURE

During the current Government Corona Virus restrictions, check in is from 4pm and check-out time is no later than 11am Early check-in may be agreed with us prior to arrival but cannot be guaranteed.

SPECIAL CONDITIONS RELATING TO THE CORONA VIRUS

All guests must not have or show any of the following:

- Are not exhibiting symptoms of Covid-19
- Have not been tested positive for Covid-19 within the last 14 days
- Are not self-isolating for symptomatic reasons or had notification from the Government / NHS app track and trace
- Have not been knowingly in contact with a person who has been tested positive for Covid-19 during the previous 14 days
- Are not part of the 'Track and Trace' NHS system

Any guests that cannot comply with all of the above must not travel to us.

If a guest tests positive for covid or are isolating and they cannot travel within 30 days of their stay refunds or vouchers will not be available. It is suggested that guests take out insurance to cover this and special policies are available.

All guests will immediately inform us and return home to self-isolate if, during their stay:

- they exhibit symptoms of Covid-19 or
- they test positive for Covid-19 or
- they are informed that they have been in contact with a person who has tested positive for Covid-19 either informally or via the NHS Track and Trace system

In an exceptional circumstance and with our agreement only, guests who cannot immediately return home and stay in their lodge to self-isolate will be responsible for all normal charges and costs for the lodge and any loss of income incurred by us.

In the event that we have a confirmed or suspected case of Covid-19 in a lodge then a special cleaning regime will be initiated after those guests leave. This may affect the arrival date of the next guests. Under these circumstances we may defer, at our discretion, the start date of your stay. We will refund pro-rata for any nights lost from your holiday. In the event that you will lose your stay then we will offer a credit note valid for one year for a stay on an alternative available date.