

## **THE HAYLOFT COVID-19 FREQUENTLY ASKED QUESTIONS**

We are aware that prospective guests may be unsure about booking a holiday at the present time given the uncertainty of restrictions caused by the COVID-19 pandemic.

The safety and enjoyment of our customers is upmost in our minds and central to this is our commitment to providing clear and concise information on your booking including our refund and cancellation policy. If you intend to book through one of our third party agents, please also be aware of their terms and conditions prior to booking.

Although no one can predict what may happen in the future, below we have tried to anticipate a number of scenarios that might affect your booking, giving the outcome and resolution.

Please note that as we run a single property any requests for a transfer of your booking would be subject to availability.

### **What happens if the rules change and I am unable to stay in Cumbria for the dates booked?**

If the rules change and travel here is restricted you will be able to transfer your booking or get a full refund, minus any deposit/booking fee that might be due to your booking agent.

### **What happens if the rules change and travel is restricted from my home area for the dates booked?**

If the rules change and travel here is restricted you will be able to transfer your booking or get a full refund, minus any deposit/booking fee that might be due to your booking agent.

### **Given the uncertainty do I still have to pay my balance in advance?**

Your balance will still be due 28 days before your stay. We are currently getting a lot enquiries and trying to be as flexible as possible in our terms and conditions. However, we do require your commitment, as late cancellations usually leave us no time to get a new booking.

### **I no longer wish to keep my booking because access to local pubs, restaurants and attractions are limited**

If you are booking months in advance it is impossible to anticipate what local restrictions might be in place at the time of your stay. We therefore ask you to make a judgment on the likelihood that your holiday will meet with your expectations given any possible restrictions. Any cancellation in these circumstances will be dealt with under our usual cancellation policy.

### **I would like to transfer my booking to later in the year**

If you have booked using a third party booking agent, please check their terms and conditions. We would just ask that you let us know as soon as possible that you wish to transfer to enable us to open your vacated booking spot. Transferred bookings will be subject to availability.

### **Can I get a last minute refund if I am unable to travel due to COVID-19 related restrictions?**

If you fall ill or are isolating just before your stay we would anticipate providing a full refund, minus any deposit/booking fees that might be due to your booking agent. We will deal with these situations on a case by case basis.

### **What happens if I fall ill during my stay?**

Prior to travelling, we would advise you to check the action you should take if you have symptoms of COVID-19. We provide details of local doctors and hospitals and, as we are on site, can offer support if needed.

If you are required to isolate at our property there would be an additional charge for the extra nights you stay.

### **What happens if someone falls ill at The Hayloft with COVID-19 prior to our stay?**

If our guests are required to isolate at our property beyond the time of their stay this may encroach on our next booking. In these circumstances we will be unable to honour the subsequent booking and would provide a full refund, minus any deposit that might be due to your booking agent (we would hope they would waive this). Alternatively you could transfer your booking to a later date. Due to the uncertainty that exists, no further liability will be accepted.

### **How do I know it is safe to stay at the Hayloft?**

We are committed to providing you with a safe environment during your stay. All information regarding the safety measures we have undertaken, including our Risk Assessment, can be found on our website <http://www.lakesnw.co.uk/hudcot> Alternatively, we can provide this information via email.