CORONAVIRUS (COVID-19)

Updated Friday 20 March 2020

Guest Information

Please find below the latest guidance for guests relating to Coronavirus (COVID-19).

New information is being issued about the Coronavirus (COVID-19) every day and we will all be impacted personally or professionally. It is a challenging time for all of us. In these unprecedented times we are working hard to find a balance between supporting both you as guests and our home owners.

This information will be updated with any policy changes as and when they occur. We would suggest that you read through the following scenarios before calling the office. As you can imagine we are taking a high volume of calls and emails right now. We are having to deal with queries strictly in order of holiday start dates and are currently into early April start dates. We would ask for your patience and understanding at this exceptionally difficult time and that if possible, you contact us by email rather than telephone unless you are looking to move a booking urgently under 1 or 2 below.

We know that not all of your questions will be answered, but hope we have covered most of them.

1. **What happens if I have paid the balance for my holiday but wish to cancel as I am worried about catching Coronavirus?**

   As of the date of this statement, we have had no reported outbreaks of Coronavirus in any of our properties and there are no Government travel restrictions in place. Therefore our normal terms and conditions apply, meaning that if you choose to cancel a refund will not be offered. If you wish, however, we will, for bookings made before 15th March 2020, ask the homeowner if your booking can be moved to a later date within the next 12 months. The decision will be entirely for the homeowner as your contract is with the homeowner and we are only acting as booking agent. If the homeowner agrees you will have to pay any additional rental for that later date immediately and the new holiday will not be cancellable.

2. **I am worried generally about travelling and Coronavirus, can I move the booking to later in the year or to next year before I have paid the balance?**

   Yes, we are very happy to consider this for bookings made before 15th March 2020 but any change is entirely dependent on whether the homeowner agrees. You can wait until the due date to pay the balance and then ask us to approach the homeowner to move the booking to a later date within the next 12 months. If the homeowner agrees and you then immediately pay the balance and any additional rent for the new date the booking will be moved. If you want to confirm the position before the due date for paying the balance you may have more choice of new dates. Again if the homeowner does agree to the new date you will
immediately have to pay the balance and any additional rent for the new date. In either of these situations the new holiday will be non-cancellable.

3. If I need to cancel my holiday because I or one of my group catch Coronavirus or have to self-isolate what happens?

Please check your travel insurance as to whether you would be covered. We always recommend that you take out travel insurance at the time of booking. We cannot offer refunds in this instance but we would endeavour to assist by offering a change of dates on the same basis as in 2 above.

4. If I am advised not to travel by a medical practitioner what do I do?

The position is the same as in 3 above.

5. I am travelling to the UK from abroad what happens if I can’t travel?

The position is the same as in 3 above.

6. How do I stand if the Government introduces at a later date, a travel ban meaning that I wouldn’t be able to take my holiday?

The position is the same as in 3 above.

7. If the guests who stayed before me contract the Coronavirus and have to self-isolate in the property, i.e. the property will not be vacated in time for my booking, what happens?

If we have to cancel your stay, we would find you alternative accommodation or the home owner may offer to move or refund the cost of your stay. Upon those guests vacating the property, the property would be locked and shut down for a minimum of 72 hours, and a deep clean would then take place, before a future let could occur. This would be undertaken according to government guidelines at the time.

8. Can you guarantee the properties have been appropriately cleaned?

We cannot and do not guarantee properties are free from infection. However all properties are cleaned and maintained to a high standard, in line with our terms and conditions for letting with us. We have also issued guidance and asked that our home owners ensure that their cleaners focus on key touch points in the property and use disposable anti-bacterial wipes.
9. **What happens if I or one of my party contract coronavirus before, during or after my holiday?**

If you or anyone in your party suspects before the stay that they may have coronavirus symptoms, none of the party must travel. Please advise us immediately if this happens. It will give us an opportunity to remarket the stay and if we are successful to refund all or part of your payment.

If you are staying in a property and you or one of your party develops symptoms of coronavirus, please advise us immediately. You will still be required to vacate the property on the booked departure date. If you do wish to stay beyond that date, you must contact us and we will ask the homeowner if they are prepared to extend your stay. If they agree this will be on the basis that you pay any additional rental including a further three days after departure to allow for quarantine and cleaning of the property.

If within 14 days of leaving the property you or anyone in your party is diagnosed with coronavirus, please advise us immediately.

In all these situations we need to know what is happening to ensure that affected properties are quarantined and deep cleaned as necessary.