



## COVID-19 POLICY

If you are prevented from travelling due to a local/regional, national lockdown or firebreak we will postpone your booking without penalties or charges for a period of **1 year** from the original arrival date **for the same property.**

We do ask that you retain your booking details and/or booking number so we can track your original booking when you decide to reschedule. Sorry, but this excludes Christmas and New Year bookings. This policy will apply until the **1st March 2022** but we will review this depending on any revised Government advice.

To reschedule please check the cottage availability on our website <https://www.alstonefieldholidaycottages.com/cottages/> and add your new booking, we will then update the system with any previous payments or you can send us an email with your requested dates and previous booking number. We will then reinstate your booking into the booking system. Please note that If the date you amend is a more expensive time of the year the applicable cost would be applied equally if dates chosen are less the cheaper applicable cost would be applied.

It is important to note that because of new housekeeping protocols/guidelines that arrival and departure times may vary as originally advertised to help keep you safe and allow our housekeepers to do thier job. Due to this we would also ask that guests refrain from requesting any earlier arrival times or later departure times.

Please note that we cannot guarantee that facilities/amenities will be open and available in the area and this policy does not apply for any cancellations due to other buisness closures.

We will continue to follow advice from the Government but the most important thing for us is that our guests, housekeepers and communities stay safe. We look forward to seeing you in better times.  
Rob & Jo

1st Feb 2021