



Temporary cancellation policy addendum terms and conditions

Please read carefully. All bookings must still follow the terms and conditions laid out within the booking terms available on www.getawaytothecotswolds.com and signed in the process of making each booking, with temporary replacements to points 2, 3, 4 listed below.

Any reference to “we” or “us” or the “Owner” in these terms and conditions means [Mr & Mrs DWH Smart] and any reference to “you” or “your” means the person making the booking and all members of the holiday party. Any reference to the “promotional period” refers to the period of time dated clearly below which is required of first contact to be eligible for free cancellation. Any reference to “general booking terms” refers to the booking terms document available on www.getawaytothecotswolds.com.

- A. Eligible bookings, upon cancellation by you, will qualify for a 100% refund of any payments made towards the total value of the booking, or amendment of said booking to any available date
- B. The changes to these booking terms is a temporary promotional period relevant to any enquiries made directly via www.getawaytothecotswolds.com or emailed to melaniesmart@live.co.uk. Enquiry is defined in this case as the initial contact between the potential customer (you) and the Owner. If the interaction continues within reason beyond the promotional period before official booking and payment, the promotion will be upheld by the Owner. ‘Within reason’ in this case is defined as within two calendar months of initial contact.
- C. The Owner has agreed that the free cancellation period will include bookings made between 10pm 1st June 2020 and midnight 30th April 2021 (GMT). Any booking outside of this timeframe should be referred to the general booking terms for cancellation policy.
- D. The promotion applies to bookings for lettings to begin between 3rd July 2020 and 30th April 2021. Any letting beginning outside of this time frame should be referred to the general booking terms for cancellation policy.
- E. To be eligible for a 100% refund or date amendment, you must contact the Owner with clear instruction at least 3 calendar days before the start date and time of your agreed letting. Any cancellation within 3 calendar days will be referred to the general booking terms.
- F. Any amendment of a booking will be subject to potential increased charge, depending on the advertised cost of letting during the time you are moving to. Any movement to a letting period advertised as cheaper will have the difference in price refunded.
- G. Refunds will be issued within 14 calendar days of cancellation request date.

For bookings commencing 1st MAY 2021 onwards a FULL REFUND WILL STILL BE OFFERED UNDER THE FOLLOWING CIRCUMSTANCES ONLY: where the situation of cancelling is due to government ruling on lockdown or tier restrictions which prevent guests from staying away from home in a holiday let, or for the owner to be prevented from letting the property for the same reasons.

For clarity, and to be read alongside the previous paragraph, below are booking terms and conditions relevant to cancellations for all booking enquiries made outside of the ‘free cancellation promotional period’.

- 1. If the booking is made within six weeks of the letting the whole of the cost of the rental for the period of the letting is to be paid at the point of completing your booking form.
- 2. If the booking is made prior to six weeks of the letting, a rental deposit of 25% of the rental for the period of the letting is to be paid at the point of completing your booking form. The remaining balance of the rental shall become due six weeks prior to the letting. The rental deposit is non-refundable.
- 3. If a cancellation is requested more than six weeks in advance of the letting the balance of any monies paid, less the rental deposit, will be returned to the tenant. If the cancellation is requested within the six weeks prior to the letting the owner will retain the 25% rental deposit and also reserves the right to retain the balance of the rental (should it not be possible to re-let the property for the period of the letting).
- 4. To cover all other reasons for wishing to cancel, we strongly recommend that guests take out suitably comprehensive holiday insurance.