

Burgie House

Book with confidence

We very much hope to welcome you to Burgie, to relax, unwind and enjoy the beautiful Morayshire countryside.

If, however matters are taken out of our hands in relation to Covid-19, we want you to view our properties and know you have **booked with confidence**.

Should we at Burgie unfortunately have to cancel your reservation due to Covid-19, or if you cancel your booking because UK government public health measures mean you are not allowed to travel, the following conditions will apply and you can choose either:

✓ **Full refund**

If we have to cancel your reservation, we will refund you the full amount* you have paid for your booking.

*We cannot be responsible for any additional charges that might be incurred when booking through an agent.

✓ **Transfer to a later date**

Subject to availability, we will help you move your booking to a later date with no admin fees, but please be aware that if the cost of your new reservation is higher than your original booking, then you will need to pay the difference, similarly if there is a reduced rate we will of course refund the difference.

For full terms and conditions of the available options and when they apply, see booking conditions.

✓ **Pay for your summer break just 3 weeks before you go**

To give you more time to pay for your holiday during these uncertain times, we can move the balance due date for bookings, with arrival dates up to 31st August 2020 to just 21 days prior to the arrival date.

✓ **Enhanced Cleaning Measures and safer check-ins**

We will be implementing additional and enhanced cleaning measures in order to provide a safer environment for guests. We have also altered some of our processes to emphasise the importance of social distancing during check-in and throughout a guests' stay. Full details are available on the website.

✓ **Health & Safety Planning – Covid-19**

We have developed a comprehensive Covid-19 plan for guests, our own housekeeping and maintenance teams to ensure their safety as far as is within our control. We will be implementing industry standards as they become available.

