

# 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 31<sup>st</sup> 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.

# Burgie House

## COVID-19 Terms and Conditions

Updated June 2020

Following the announcement on the 11<sup>th</sup> March 2020 by the World Health Organization (WHO) declaring the outbreak of coronavirus, known as COVID-19, to be a global pandemic the following amendments have been made to the standard Burgie Estate booking Terms and Conditions.

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**Enforced booking cancelations** due to the travel restriction put in place in order to manage the global pandemic **prior to 15<sup>th</sup> July**, maybe subject to the following amended T&C's.

These amendments will also apply in instances where a trip must be cancelled because local governments have enacted laws that restrict travel, prohibit stays in holiday homes for leisure, or to travel out of a home region up until 15<sup>th</sup> July 2020.

Bookings cancelled due to COVID-19 made before 13<sup>th</sup> March 2020 with a stay date between 13<sup>th</sup> March and 15<sup>th</sup> July 2020 there are the following amendments;

**Option 1:** If the booking is for stay dates up to and including 15<sup>th</sup> July 2020, the option to rebook within the same property free of charge with the following conditions up until December 2021.

- If the new holiday cost is higher than the original booking cost, any increase will be charged. Similarly if there is a reduced rate we will of course refund the difference.
- If a customer subsequently wishes to cancel their transferred booking, then our standard booking terms and conditions apply.

**Option 2:** If the travellers booking is before the 15<sup>th</sup> July 2020 and they do not wish to reschedule, we will issue the traveller a full credit/refund for the amount they have already paid.

If a **customer wishes to cancel their booking** which was made before 13<sup>th</sup> March 2020 with a stay date after the 15<sup>th</sup> July 2020, then following amendments may apply;

**Option 1:** Transfer their booking

We would then look to accommodate a transfer to a different date up until December 2021 within the same property free of charge with the following conditions.

- If the new holiday cost is higher than the original booking cost, any increase will be charged. Similarly if there is a reduced rate we will of course refund the difference.
- This policy is applicable for all bookings, regardless of when they are made.
- If a customer subsequently wishes to cancel their transferred booking, then our standard booking terms and conditions apply.

**Option 2:** For any customer who wishes to cancel their booking;

If the travellers booking is after the 15<sup>th</sup> July 2020 and you do not wish to reschedule, the traveller will issued with a full credit for the amount already paid if they are outside of the cancellation window. This credit can be applied to future bookings at any Burgie Estate property until the end of 2021.

If the traveller is unable to accept a credit and is not eligible for 100% refund, we would issue refunds based on our amended refund policy depending on when notification of cancellation is received cancellation charges will apply as follows:

0 – 13 days prior to arrival 80%

14 – 27 days prior to arrival 60%

28 – 55 days prior to arrival 40%

56 days or more 20% (non-refundable deposit)

These dates will be constantly reviewed and kept in line with government advice.

The travellers may also want to check their insurance policy (if they have one) to see if that will cover you in the event you are unable to travel on your holiday.

We strongly advise all guests to consider taking out holiday insurance, as is industry advice.

We would advise that you check the GOV.UK website for the most up to date information: [www.gov.uk/government/news/covid-19-essential-travel-guidance](https://www.gov.uk/government/news/covid-19-essential-travel-guidance)