



Rockpool House

# Coronavirus (COVID-19)

## Booking Terms and Conditions – Frequently Asked Questions

(Version 4)

As the position regarding COVID-19 is complex and constantly evolving, we frequently get asked the following questions regarding bookings. We provide answers to each of them only as guidance because things are subject to change. However, please feel free to get in touch with us directly should you have any concerns about your booking.

### **Are check-in and check-out times still the same?**

To provide us with the additional time needed to fully clean, disinfect and air the whole apartment in accordance with our Cleaning Protocol, the arrival time for new guests has been changed from 4pm to 5pm and checkout time is now one hour earlier at 9am. If you fail to depart by this time, then you may incur a minimum penalty charge of £75 as stated in the Booking Terms and Conditions.

### **If the apartment is closed for the week of our booking, then what happens?**

If we decide to close the apartment as a result of government restrictions or any other COVID-19 related matter, we will contact you as soon as is practical and offer you the opportunity to move your booking to another date, with anything you have already paid applied to that booking. Alternatively, we will offer you full refund.

### **What if government restrictions prevent us from coming to stay with you?**

If you placed your booking before 22 September 2020 or after 8 January 2021 and if any government restrictions mean that you or anyone in your party cannot come and stay with us, you are unfortunately not entitled to move your booking or receive a refund as this is due to your own personal circumstances. However, you may be covered by your travel insurance and we will do what we can to support your claim. We will also try to re-let the apartment and if successful, we would provide you with a refund, less an administration fee of £75. If you placed your booking between 22 September 2020 and 8 January 2021, then it will be covered by Master Cancel and you will be entitled to a refund.

### **What happens if I decide to cancel my booking or not pay my final balance by the due date?**

If you placed your booking before 22 September 2020 or after 8 January 2021 and you decide to cancel, our normal terms and conditions apply, and you will not be entitled to a refund of any monies paid or due at the time of cancellation. If you decide to not pay your balance by the due date, then your booking may be cancelled and again you will not be entitled to a refund of any monies paid or due at the time of cancellation. If you placed your booking between 22 September 2020 and 8 January 2021, then it will be covered by Master Cancel and you will be entitled to a refund.

### **If I have to cancel my booking because I get coronavirus, what is the position?**

If you placed your booking before 22 September or after 8 January 2021 and have to cancel your booking because you are ill with coronavirus, or any other illness, you are unfortunately not entitled to move your booking or receive a refund as this is due to your own personal circumstances. However, you may be covered under your travel insurance and we will assist with paperwork that you may need from us for your claim. If you placed your booking between 22 September 2020 and 8 January 2021, then it will be covered by Master Cancel and you will be entitled to a refund.

### **What happens if I develop any COVID-19 symptoms in the days before I am due to arrive?**

We will ask guests to confirm in the 48 hours before they are due to arrive that they are not suffering from any of the COVID-19 symptoms. If you or anyone in your party has symptoms, then they will be required by government regulations to self-isolate and stay at home. In this situation you will not be able to take your holiday due to your personal circumstances and may be able to claim under your travel insurance. We will assist with paperwork that you may need from us for your claim.

### **What happens if I start to feel ill with coronavirus symptoms while I'm on holiday at Rockpool House?**

We ask that you notify us immediately if you or anyone in your party suffer suspected coronavirus symptoms during your stay. In that instance you should travel home, provided that it is safe to do so, and self-isolate for the required time period. If you are not able to do this for any reason and stay beyond your original departure date, we will charge you the normal rate for any affected week, and we may have to pass on an extra charge to cover any additional deep cleaning costs.

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