

Fountains Fell Barn

In light of these unprecedented circumstances we have updated our Booking T&C's (in particular our cancellation policy) as follows. Please take the time to read through the below policy updates in conjunction with our standard Booking T&C's in full.

Payment of any outstanding balance due

From immediate effect, we will relax our payment due date from 8 weeks prior to arrival date – to 4 weeks prior to arrival date.

Cancellation

Per our existing policy, your booking is confirmed by the receipt of a 30% non-refundable deposit (or full payment if arrival date is less than 4 weeks away).

If you haven't paid your balance yet, then please pay on or before the due date (now 28 days prior to arrival). You may cancel at this point but you will forfeit your deposit. If I am able to re-let your dates, I would be able to return part or all of your deposit – but this would be subject to the rebook rates obtained; this is offered as a good will gesture and will be undisputable.

If you have followed the advice on our standard booking T&C's (provided at time of booking) and chosen to take out holiday cancellation insurance, then I will be happy to assist you with any documentation required.

Cancellation made less than 4 weeks prior to arrival due to :

- Government enforced lock-down (ie. no non-essential travel, stay in own home etc)
 - you will receive a FULL refund of all monies paid
- Sickness (or self-isolation)
 - 50% refund of all monies paid

Cancellation made 48 hours or less prior to arrival

- No refund (unless for a new government enforced lock-down announced within this timeframe, see above)

Transfer of booking to alternative dates

Subject to availability, it will be possible to transfer your booking to another date (up to and including dates in 2021). These will be accepted on the following basis:

- The transfer can only be made once
- The prevailing rate for the new dates will apply; if higher, any reasonable difference must be paid at time of transfer
- All remaining balances must be paid by the new due date and I reserve the right to amend this timeframe back to 8 weeks at any time (as per changes to the current landscape)

- Cancellation of the new booking will be made per the prevailing cancellation policy at the time of cancellation (any changes to policy will be communicated to you, ie., revert back to standard policy once back to normal circumstances)

Important notice to all – please read

To enjoy your time at Fountains Fell Barn, we would ask you to remember that our self-catering premises is for recreational use only. We would, therefore, ask anyone concerned that they might have encountered the virus and have symptoms, to follow the Government advice and self-isolate.

If any self-isolation is required, it must be undertaken at your permanent residence where you can access your own medical services and receive support from your own network of friends and family. This is **for your own safety and the safety of others; self-isolation is under no circumstances permitted at the barn and anyone who does not respect this policy will be asked to leave immediately.**

If you or any member of your party develops symptoms, you must inform us immediately.

Lastly, we reserve the right to cancel your booking at any time (due to health and safety concerns). If we have to take the difficult decision to do this we will offer you a full refund or the opportunity to rebook for a later date.

Thank you for your continued support during these unprecedented and unsettling times. Keep safe and stay well.

Tara & Laurence Ewens