

# BOOKINGS HELP

## Bookings Made Through a Third-party

In the first instance, please refer to whoever you booked through, you will need to cancel or amend directly with them.

## Bookings Made Directly with Us

### **Old bookings**

If you were due to be staying with us between 5th November – 2nd December 2020, your booking has automatically been cancelled and a member of our team will be in contact shortly. If you pre-paid or paid a deposit, your booking has been held and the deposit can be credited to a future date of your choice (Please contact a member of the team for when you need to take your booking by as this may vary depending on your package)

### **New bookings**

#### **Flexible bookings for 2020 and beyond**

During these uncertain times we understand that flexibility is important so all new reservations for stays before 31st March 2021, including those described as non-refundable and non-transferable, can now be changed up to 48 hours prior to arrival to a date within 12 months. Excludes Christmas, New Year's Eve and any other special event dates.

### **Existing group bookings**

If you have a group booking and are due to be staying with us between 5th November – 2nd December 2020, you can postpone the event and deposits will be moved to the re-scheduled date within a 12-month window. For groups bookings after 3rd December 2020, normal terms & conditions for cancellation/postponement apply as per your contract. However, please note this policy will be reviewed regularly and we will continue to work with our clients to have a fair policy as the situation develops, taking into account UK Government guidelines. Please check back here for updates or contact the hotel event manager directly.

### **New group bookings**

Any new group booking, arriving before 31st March 2021, can be cancelled for free up to 3 months before the event (excluding exclusive use).