



Our 'Book with confidence' promise to you applies to all existing and new bookings made in 2020/2021 for breaks in 2021 (between 21 days and 7 days prior to arrival).

In the event of:

1. Park closure due to Coronavirus restrictions

- Transfer your holiday to new dates in 2021, you will not be charged an amendment fee, only charge would be if the holiday was a different price.
- If you don't know your new dates, we will issue you with a voucher for the amount paid free of charge.
- Cancel your booking and receive a full refund.

2. You are unable to travel due to isolation due to the Coronavirus outbreak

3. Restrictions on travel (local or national) due to the Coronavirus outbreak dictated by the UK, Welsh or Irish Governments

- Transfer your holiday to new dates in 2021, you will not be charged an amendment fee, only charge would be if the holiday was a different price.
- Request a voucher if you don't know your new dates, we will issue you with a voucher for the amount paid free of charge.

We aim to process any refund requests within 14 days of your request.

It is your responsibility to comply with all relevant Government regulations, be that from the UK, Welsh or Irish Governments, which are applicable to your break.

Valid for up to 21 days before arrival, if you can no longer make the dates for any reason - for a small fee you can transfer your holiday within a 12 month period. The price of the new break will be dependent on the date and accommodation range available.

In these uncertain times, we understand the importance of having something to look forward to for you and your family, but we also know that you need to be confident that your money and your plans are protected. We hope that this flexibility and assurance gives you the confidence to start counting down to a break with us.