

# **TOWER PARK CARAVANS & CAMPING**

## **Covid 19 additional Terms and Conditions 2021**

### **Postponement and cancellation**

This clause explains when you, or we may cancel or agree to postpone your holiday due to Government restrictions. We prefer that you postpone but will always allow you to cancel where the law gives you the right to do so.

The rights in this clause are additional to any other rights either of us may have in our terms and conditions.

We promise to keep all our customers safe. We ask you not to book if the law prevents you visiting or staying with us, or if Government guidance means that you should not visit or stay with us even if the law still allows you to. Our promise also means that there are limited circumstances in which we may need to cancel your holiday.

Either of us has the right to cancel your holiday, or any full unused days, if the law prevents you from visiting or staying with us. If your holiday has not started, then we will refund your deposit in full less any costs we have already incurred on your holiday which we cannot recover elsewhere ("Direct Costs"). If your holiday has started, then we will refund in full any full days unused when we cancel, again less any Direct Costs. We will not charge an administration fee.

Either of us also has the right to cancel your holiday, or any full unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to do so. If your holiday has not started, then we will refund your deposit in full. If your holiday has started, then we will refund in full any full days unused when we cancel. We will not charge an administration fee and we will not deduct any Direct Costs.

Customers who have booked and paid a deposit via Pitchup.com will be able postpone their holiday and we will credit their deposit to a future booking.

### **Changes to our facilities and services**

We may make reasonable changes to the facilities and services at the park provided these changes do not materially reduce their quality. Our changes may reflect changes in relevant laws and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health and safety risk.

If we make changes to the facilities and services at the park which materially reduce their quality, we will give you the choice between confirming your booking, agreeing new booking dates with us or cancelling. If your holiday has not started and you decide to cancel, then we will refund your deposit in full. If your holiday has started, then we will refund in full any full days unused when we cancel. We will not charge an administration fee, and we will not deduct any Direct Costs.