



# Tyddyn Isaf

Camping & Caravan Park - Est. 1946

## Enhanced Cancellation Protection Scheme

We recognise that many of our guests are eager to get their holidays booked for 2021, but are also apprehensive with regards to making a financial commitment in this new world of uncertainty.

With this in mind, we are offering our guests the opportunity to subscribe to our **Enhanced Cancellation Protection Scheme** at the time of booking.

### What are the benefits?

For just £3.00 a night you can relax in the knowledge that:

We will give you a **100% refund** less the booking fee and Protection Scheme cost if the cancellation of your holiday is 10 days or longer before the commencement of your stay.

We will give you a **50% refund** less the booking fee and Protection Scheme cost if the cancellation of your holiday is between 10 days and 24 hours before the commencement of your stay.

No refund would be due for any cancellation made less than 24 hours before arrival.

### What is covered?

EVERYTHING

...and when we say everything, we mean EVERYTHING!

No matter what your reason for cancelling we are offering you the assurance that you will be eligible for a refund as per the terms detailed below.

## How do I claim?

Making a claim is very simple. To cancel your holiday, you must notify us immediately by email. We will then acknowledge your cancellation.

We will process your claim and make payment within 30 days, subject to the claim qualifying under the terms and conditions of the Enhanced Cancellation Protection Scheme.

### Enhanced Cancellation Protection Scheme Terms & Conditions:

- The Enhanced Cancellation Protection Scheme can only be subscribed to at the time when you make your initial booking.
- The cost of the Enhanced Cancellation Protection Scheme is £3 per night of your booking. It is not refundable under any circumstances and will be deducted in full from any refund issued.
- This Scheme is to allow you the total freedom to cancel your booked stay at any time for any reason and does not affect your statutory rights. Should we, as Tyddyn Isaf Caravan Park, have cause to cancel your booked stay for any reason, the cost of the Enhanced Cancellation Protection Scheme is not refundable.
- The Enhanced Cancellation Protection Scheme does not cover your booking fee, which is not refundable in any circumstances.
- Any amendments to bookings will be processed as per Section 5. Amendments in our standard terms and conditions.
- If this scheme is not subscribed to at the time of booking our standard cancellation terms as detailed in the Booking Terms and Conditions will apply.
- If you have subscribed to the Enhanced Cancellation Protection Scheme, we will give you a **100% refund** less the booking fee and Protection Scheme cost if the cancellation of your holiday is 10 days or longer before the commencement of your stay.
- If you have subscribed to the Enhanced Cancellation Protection Scheme, we will give you a **50% refund** less the booking fee and Enhanced Cancellation Protection Scheme cost if the cancellation of your holiday is between 10 days and 24 hours before the commencement of your stay.
- If you have subscribed to the Enhanced Cancellation Protection Scheme **no refund** would be due for any cancellation made **less than 24 hours** before arrival i.e. after 12.00pm the day before your scheduled date of arrival.