

OATFIELD COUNTRY COTTAGES COVID 19 STATEMENT

Following the most recent government announcement we continue to recognise and appreciate the uncertainty and disarray that the ongoing situation with COVID-19 is causing. The health of our family, staff, the local community and you, our guests, is of the highest priority to us and we are therefore implementing special Covid 19 booking conditions, policies and precautions. This situation is changing regularly and we are constantly monitoring it, following guidance from the government, FCO, the Department for Health and Social Care and the Professional Association of Self-Caterers in order to make sure our policies are fully up to date at all times.

Based on our social responsibility, current lock-down advice and in-line with the majority of other responsible self-catering property owners throughout the UK we are shut until 1st July 2020. We will be reviewing this again after the next government announcement regarding lock-down. You can still book properties for stays after 1/7/20 however please be aware that our current COVID-19 cancellation policies will continue to roll-on as long as travel restrictions that disallow holidays in self-catering accommodation remain in place.

We have now begun the exercise of brainstorming and creating a number of new processes so that we are in the best possible position to support any precautions that might be in place when we are able to welcome guests again. We are fortunate that we are located in a wide open countryside environment which makes social distancing easier. So far our brainstorming has included working on entirely new welcoming procedure, extra cleaning procedures, keeping contact to a minimum, dealing with our shared spaces like our games room and the potential introduction of a 72 hour 'quarantine' period for properties between guests. We will continue to monitor this ever-changing situation, react appropriately and keep you updated with any changes in policy as and when they happen. In the mean-time, we hope to be welcoming you to our cottages in the delightful Forest of Dean in the not too distant future!

Existing Bookings

If your booking **falls** before 1/7/20 and you have not already changed the dates we will be contacting you to arrange these dates to be changed. The change of dates must fall within 18 months of the original booking. (NHS and Key workers please let us know if they require their booking to stay in place during this period and we will do our best to accommodate that.) We are going through all bookings in date order and will contact you as soon as we reach your booking. To make our lives easier we ask that, unless it is vitally important, you wait for us to contact you. This will help us deal with everyone in date/priority order.

Balance Payments

If your balance is due for payment we are temporarily varying our terms and conditions to allow you to pay this only 3 weeks prior to your stay. We hope at that time the travel situation will be more certain.

If you have travel insurance covering your original booking a lock down is a forced cancellation and we will provide you with documentation to support your claim.

New Bookings for Stays during July and August 2020

To take account of the uncertainty when you are booking in with us for stays after 1st July 2020 until 1st September 2020 we are applying special Covid 19 conditions to you booking. This means we take your booking without the payment of a deposit and ask you to pay the full amount for your holiday just 3 weeks before your stay (when we believe travel restrictions will be known). If a Government travel restriction or lock down then prevents you from coming for your holiday we will offer to change your dates and re-book you for free or give you a full refund.

Our cancellation policy remains as usual if your reason for cancellation does not fall into this provision.