



**Aeolian Coronavirus (Covid-19 Policy)**  
(6<sup>th</sup> revision 01/03/2021)

We strongly advise that you take out travel insurance to cover your holiday should you need to cancel due to a change in circumstances.

**In accordance with recommended guidance, the check-in time on day of arrival is now 5:00pm and departure at 9:00am.** This is to allow for the property to be changed over the same day and be unoccupied for a period after cleaning before the next guests arrive.

**Your Safety and well-being**

Your safety and well-being, as well as that of our housekeeper and her family, is very important to us, now more than ever. In response to Coronavirus we have carefully reviewed our housekeeping procedures and put a range of special measures in place. Please read our guest guidelines for further information – **[Guest Guidelines](#)**

**What should I do if I or any other guests in my party have symptoms on holiday?**

You must tell us straight away if you or any member of your party has symptoms. You will be expected to return home immediately and self-isolate, for both your own safety and for the safety of our local teams and local communities. If you have to self-isolate in the Property we regret that we will have to charge for extended occupancy and you will also be liable for any future bookings that have to be cancelled as a result of your extended stay.

Aeolian Holiday Cottage Wales does not accept any responsibility for any matters beyond our control or for any COVID-19 related matters that occur whilst you are staying in the property. Additional costs will be incurred if an extended stay is required due to illness.

**Can I cancel my booking and get a refund?**

You will need to check with your travel insurance to find out if you are covered for cancelling your booking. We continue to work with our normal terms of business and below is our cancellation policy.

**You can also move your booking to a more suitable date in 2021 or 2022. Please be aware that moving the date to a different week could result in a change of price which could be either more or less than the previously quoted booking price and this difference will be applied to your booking.**

**What happens if I need to cancel my holiday because I have the Coronavirus and need to self-isolate?**

You will need to check with your travel insurance to find out if you are covered for cancelling the booking.

**We will endeavour to help as much as possible in terms of offering a change of dates at the discretion of Aeolian Holiday Cottage Wales.**



### **What happens if I have to cancel because I'm concerned about catching the Coronavirus?**

You can cancel bookings that are more than 8 weeks away. You will need to check with your travel insurance to find out if you are covered for cancelling your booking outside of our normal Terms and Conditions.

1. Bookings cancelled up to 8 weeks in advance of the arrival date will be refunded in full any monies paid with a £100.00 cancellation charge applied.
2. For bookings cancelled less than 8 weeks before the arrival date, every effort will be made to re-let the property in which case you will be liable for 20% of the full cost. If however, the property is not re-let, you are liable for 50% of the full cost.
3. Changing bookings from one week to another after the booking has been made will incur a £50.00 fee and changes cannot be made within 4 weeks of the date of arrival.

### **What happens if there is an official lockdown that affects my holiday booking?**

You will need to check with your travel insurance to find out if you are covered for cancelling your booking outside of our normal Terms and Conditions. The below is subject to an official lockdown imposed on your home address as notified on the booking form and/or an official lockdown in Wales affecting Aeolian Holiday Cottage Wales.

1. If the booking is cancelled then normal cancellation charges apply. Bookings cancelled in advance of the arrival date will be refunded in full with a £100.00 cancellation charge applied.
2. If you wish to change the dates to a future booking then we will endeavour to help as much as possible in terms of offering a change of dates at our discretion and subject to availability. Changing the booking from one week to another for this particular reason will not incur the usual £50.00 fee which will be waived.

**During these exceptional times, we are taking the utmost care to ensure that you not only have an enjoyable, but also a safe holiday. In turn, please be responsible and respect the local community in Criccieth, in order that everyone can relax and stay safe.**

**Thank You**