

COVID-19 Guarantee 2021 – 22

Derwent Hill's standard terms and conditions will incorporate the following temporary amendments: -

If you are unable to attend an event or the accommodation for Covid-19 reasons, then we will subject to availability rebook your event or refund your payment if you prefer.

A Covid-19 reason will mean one or more of the following reasons: -

- You are unable to take up your booking due to a closure of the accommodation at the time of your booking because of a confirmed or suspected case of Covid -19 affecting the accommodation or a Government Direction to close the accommodation aimed at slowing the spread of Covid-19;
- The Government issues a direction that restricts travel to or from the accommodation or the area which is the client's origin of travel;
- The client or any of their party due to attend the event have tested positive for Covid-19 and are receiving treatment or are within the isolation period at the date of the booking;
- The client or any of their party have been contacted by NHS Track and Trace and advised to isolate and the booking if for a period within the timeframe for which they have been advised to isolate;
- The client or any of their party are awaiting the results of a Covid-19 test at the date of the booking;
- The accommodation is not able to comply with Governments Regulation / guidelines relating to ensuring the accommodation is Covid – 19 secure.

For any reason of cancellation not listed above the accommodations normal terms and conditions referred to above as Cancellation Conditions shall apply.

If anyone in your party falls ill with confirmed or suspect Covid-19 during your stay you must advise us immediately and comply with Government Guidance.

All users of the accommodation must at all times during their stay comply with the rules set by the accommodation in order to ensure the accommodation remains covid-19 secure.

If the accommodation is forced to close during your stay as a consequence of a confirmed or suspected case of Covid-19.