

12/05/2021

Horstead Centre COVID-19 Booking Guarantee. 2021

In addition to the amendments to our COVID Secure Plan, COVID-19 Risks Assessment *and* COVID-19 Terms and Conditions, the Horstead Centre would like to clearly state our COVID-19 Booking Guarantee. We hope that this flexible approach to managing our existing and new bookings will help to reassure our valued customers that a booking with the Horstead Centre in 2021 is both secure and financially safe.

Our five-step Guarantee:

1. At the Horstead Centre you will only ever be asked for a small deposit in advance of your booking. £100 per night for residential stays and £25 per day for Activity Days.
2. At the Horstead Centre you will not be asked for the balance of payment until *after* your visit has gone ahead.
3. If your visit must be cancelled or amended due to local or national government restrictions relating to COVID-19, we will waive our usual cancellation charges and we will move your booking to a mutually agreed future date (or amend it according to your wishes and government guidelines).
4. If your visit needs to be cancelled due to identified cases of COVID-19 within your group, we will waive our usual cancellation charges and we will move your booking to a mutually agreed future date (or amend it according to your wishes and government guidelines).
5. The Horstead Centre will continue to scrutinise current guidelines and restrictions, to ensure we remain COVID-Secure. We will work with you to ensure the safety and comfort of your group.

Supporting Documents: (all available on request)

- Horstead Centre COVID-19 Secure Plan
- Horstead Centre Workplace and Visitor Risk Assessment
- Horstead Centre COVID-19 Terms and Conditions*

If any of our existing or prospective customers would like to discuss a booking, or to further clarify our terms and conditions and guarantees, we ask that they contact the Centre Manager.

Will Mills – Centre Manager – 01603 737215 – william.mills@horsteadcentre.org.uk

* In reflection of this guarantee, our Terms and Conditions have been amended to take into consideration the impact of the ongoing COVID-19 Pandemic. Key changes relate to our booking changes and cancellation procedure. The change and this guarantee will remain pertinent until locally and nationally imposed restrictions are removed or until such a time as the Horstead Centre management and governance deems it reasonable to do so. Any changes to this guarantee and terms and conditions be clearly identified to our existing and new customers. These amendments apply to those with existing bookings *and* those making new bookings and should be considered alongside the Horstead Centre's COVID Secure Plan and Risk Assessments.