

# Coronavirus (Covid-19)

Latest Update -

To all our Holiday Clients and new enquirers

The good news is all is going well!

We are very busy with **COVID -19 SAFE TO STAY** procedures which are in place regarding cleaning & sanitising to ensure the safety of all of our guests!

We now have full accreditation from Visit England.....



**If you are looking to book** for a date soon please do so ASAP as we are experiencing a high level of bookings so availability is disappearing fast!

**To avoid disappointment just book on-line – it's never been so easy!**

Alternatively, you can reach us anytime on: [enquiries@southoverbeach.co.uk](mailto:enquiries@southoverbeach.co.uk)

Should you have any fear of losing any payments that you have made or about to make, please be reassured that **NO payments will be lost!**

Let us remind you of all the options available to you going forward during this uncertain time caused by Covid-19.

**What if.....What do I do.....Why.....?**

***I want to keep my dates booked and have paid my deposit:***

**Please pay your balance as usual upon receipt of your automated invoice request. This will ensure that your apartment will be held and waiting for you!**

***What if Covid-19 has caused an extended travel ban affecting my chosen holiday accommodation/destination?***

***If your area/postcode has a travel ban or if we are not allowed to accept holiday guests due to being closed/lockdown....***

You can either;

- move your booking to later in the year
- move your booking to next year

We will hold your full booking value to be used towards any date you should choose within the next 24 months!

- request a full refund

Your full payment will be refunded as per the governments' guidelines with regards to Covid-19.

**However, our Covid-19 policy refund won't cover you having to cancel your holiday if you've been told to self-isolate as a precaution, or for any other health or personal reason, you will need to find personal insurance to cover this!**

***I am not sure that I will want to keep my dates booked and have paid my deposit/full payment:***

**You will need to cancel your upcoming holiday!**

**Please do not block availability to enquirers who do want to come for your dates.**

Should you prefer to cancel your holiday we would advise that you check with your travel insurance provider as to whether you are covered. If you are, we will provide you with whatever information you need to make your claim. A short email message telling us that you want to cancel with your name and current booking dates, is all we need and we will get back to you.

If you have not taken out travel insurance for your upcoming holiday, then you can request a transfer of your holiday dates, free of any administration charges.

However, if your dates fall within the government guideline with regards to Covid-19. Your full payment will be refunded!

**Please do not block availability to enquirers who do want to come for your dates.**

We are here to help you as valued guests, however, please do think about helping us by not leaving things too late or last minute as it could reduce the options available to you as well as make our difficult time in business even more stressful!

You can reach us anytime on: [enquiries@southoverbeach.co.uk](mailto:enquiries@southoverbeach.co.uk)

**We are experiencing a very high demand for accommodation!**

We will be updating this page with any changes and we would like to thank you for understanding and for supporting us during this difficult period.

**Where can I find more information on Coronavirus?**

To find out more about Coronavirus and read the most recent advice from our Government, we would advise you to visit: <https://www.gov.uk/coronavirus>

We ask everyone to please follow all Government guidelines!

**Stay Alert and Stay Safe!**

Looking forward to seeing you soon!

Kind regards Tom

& Nicki 🤝🤝

[enquiries@southoverbeach.co.uk](mailto:enquiries@southoverbeach.co.uk)

WOW Holidays at

Southover Beach

Woolacombe