

Outdoor Alternative Terms and Conditions

*Covid 19 Clause:

This clause explains when you, or we, may cancel or agree to postpone your booking due to Government Restrictions related to Covid 19 Regulations

The rights in this clause are additional to the rights in our existing terms and conditions (see below).

- We have followed government and industry Covid 19 guidelines and have put in place a risk assessment and cleaning protocol so we are Good to Go and you are safe to enjoy your stay at Outdoor Alternative.
- **CANCELLATIONS - COVID 19 RELATED TRAVEL RESTRICTIONS** If you, or we, need to cancel your booking due to Government lockdown restrictions i.e. if the law prevents you from traveling outside of the area that you live or you are not permitted to travel to Outdoor Alternative due to Welsh Government restrictions **we will make a full refund.**
- **CANCELLATIONS - INABILITY TO TRAVEL WHEN TRAVEL IS NOT RESTRICTED BY COVID 19 RELATED REGULATIONS**
If you or any members of your family are unable to travel for any reason including but not limited to, illness or the requirement or recommendation to self isolate our standard cancellation policy applies and we recommend you take out your own travel insurance to reimburse you, as **we will not be able to refund you.** Prior to your arrival if you or any members of your family have COVID 19, are experiencing any suspected symptoms associated with COVID 19, have been instructed to self isolate through NHS track/trace, have been in contact with any person with suspected or confirmed COVID 19 you must follow government advice and self isolate and **not travel to Outdoor Alternative.**
- **DISPLAYING COVID SYMPTOMS WHILST STAYING AT OUTDOOR ALTERNATIVE**
If when staying with us you or any members of your family start to display COVID 19 symptoms then you must inform us immediately, and in line with the PASC/NHS guidance, if you feel well enough to travel and do not need to use public transport you should return home as quickly and directly as possible. If you are unable to do this and need to isolate in our accommodation then you will be liable to pay the additional cost for the additional days you require to stay.
- **CANCELLATIONS - IF YOUR BOOKING IS AFFECTED BY OUTDOOR ALTERNATIVE BECOMING UNAVAILABLE DUE TO GUESTS NEEDING TO SELF ISOLATE HERE**
We will contact you as soon possible and offer you alternative dates or a full refund.

General terms and conditions continue below.

1. General

- 1.1. The contract for accommodation will exist once a booking form has been completed and payment has been received in full (or a non refundable deposit payment for bookings more than 6 weeks in advance, balance payment will be due 28 days ahead of your stay).
- 1.2. The price for accommodation will be set at the time of booking and will form part of your confirmation of booking notification. This notification supercedes any prior promises, representations or undertakings.
- 1.3. Any omission or error in any web page, quotation, email, invoice or other document issued by us may be corrected by us without liability. We will advise you of any changes at the time of booking or as soon as possible thereafter.

3. Payment

- 3.1. In order to secure your booking you must pay the appropriate fee upon booking via BACS or cheque.
- 3.2. If any payment under these terms and conditions is overdue, then without prejudice to our other rights and remedies we may cancel your booking.

4. Cancellation:

- 4.1. If you cancel your booking more than **28** days before your arrival a refund is available, less a non refundable fee of 25%.
- 4.2. If you cancel your booking less than **28** days before your arrival refunds are not available.

6. If we change your booking*

- 6.1. In the unlikely event it becomes necessary for us to change your booking, in total or in part, we will inform you as soon as is reasonably possible of any necessary changes.
- 6.2. You shall have the choice of: accepting the changed arrangements; or making another booking with us (and paying or receiving a refund in respect of any differences); or canceling your booking and receiving a full refund of all payments made.

7. Our liability to you

- 7.1. Outdoor Alternative shall ensure that the accommodation and/or services you receive from us are in accordance with your booking, are in a reasonable condition and 'fit for purpose'.

- 7.2. Our entire liability in connection with the contract will not exceed the purchase price of the services booked.

8. Arrivals and Departures

- 8.1. Your accommodation will be available from 4pm on the day of your arrival and will be open for you to let yourselves in. The key will be inside.
- 8.2. Departure time is 10am

9. Behaviour

- 9.1. All customers are expected to treat the accommodation, other Outdoor Alternative users and the locality and environment with respect at all times. If your behaviour is deemed to be unacceptable or causes damage your booking may be terminated and you may be asked to leave the premises. No refunds will be made in these circumstances.

10. Information

- 10.1. We shall only store and use your information for the purposes of carrying out our contract with you.