

## **Thorpe Woodlands COVID guarantee statement**

04<sup>th</sup> November 2021

With COVID 19 still causing some disruption to schools and transport providers we feel that it is important to explain the approach we will take in the situation where a booking is affected.

Firstly, please rest assured that our relationship with our customers is our top priority and throughout the pandemic we have worked very hard to ensure that no school budget or family suffers any financial loss because of not being able to go ahead with a booking. However, this has been a tough few years for Thorpe Woodlands and has resulted in significantly reduced income and several staff redundancies. Looking ahead, we will need to return to our standard booking terms and conditions (below) and apply cancellation charges in order to protect the longer-term viability of our charity.

We strongly suggest that all customers check that they have insurance to cover any financial losses linked to COVID 19 related cancellations. Many school insurers now include this in their standard educational visit policies and there are many other travel insurance companies offering COVID cancellation cover.

(Example) <https://www.justtravelcover.com/school-trip-travel-insurance/>

We remain committed to protecting individual families from direct financial losses and therefore will work with customers to ensure that we do not charge for places where individuals are unable to attend due to following government self-isolation rules (unless this is covered by insurance).

### **Thorpe Woodlands Booking Terms & Conditions**

#### **Provisional Bookings**

After the initial enquiry, a summary of the provisional booking will be emailed to you. It is your responsibility to check that the details are correct. This provisional booking will be held for 14 working days unless it is a late booking.

#### **Confirmation of bookings**

You must confirm the booking within 14 days of making the provisional booking. The booking email sent will contain instructions on how to complete the Booking Confirmation.

#### **Deposits**

By confirming the booking, you are agreeing to abide by the Thorpe Woodlands terms and conditions and undertake to pay the full booking amount within 30 days of receiving an invoice. We do not currently require deposits to be paid but reserve the right to do so.

#### **Balance of payment**

An invoice for the balance of payment will be sent to you not less than 8 weeks in advance of the first day of the visit or activity.

#### **Booking Cancellations or Amendments**

All cancellations/amendments must be made by email and acknowledged by the Thorpe Woodlands office. Customers have the right to cancel or amend any booking within 5 working days from the date of confirmation of the booking. After 5 days, any cancellation of a confirmed booking will result in a 50% charge. Cancellations of a confirmed booking within 30 days of the arrival date will be charged at 100% of the booking value.

We reserve the right to apply the above cancellation charges to reductions in numbers of participants.

#### **Value Added Tax**

Value Added Tax (VAT) will be charged at the rate appropriate to the booking.