

Cofton Holidays

Customer Promise 2020



1. Definitions

- 1.1 "Booking Confirmation" – means the document that we send to you by email or post to confirm your booking with us
- 1.2 "Booking Terms and Conditions" – means our usual terms that apply to bookings at the Park (a copy is attached to this Customer Promise)
- 1.3 "Customer Promise" – means this document
- 1.4 "Pandemic" – means the 2020 pandemic in relation to the Coronavirus or COVID-19
- 1.5 "Park" – means Cofton Holiday Park, Starcross, Nr. Dawlish, Devon, EX6 8RP
- 1.6 "Season" – means the 2020 season, which runs from 1st January 2020 until 31st December 2020.
- 1.7 "We" – means Cofton Country Holidays Limited and our employees
- 1.8 "You" – means the person(s) named on the Booking Confirmation

2. Introduction:

This Customer Promise allows peace of mind for you when booking your holiday with us, or even if you have already booked. You will be covered if the Pandemic results in you being unable to take your holiday when you had planned to do so.

This Customer Promise, together with our Booking Terms and Conditions (attached) make up your agreement with us. Please read both documents carefully before making any booking. If you have any questions before you make a booking, please let us know.

3. When will this Promise apply?

- 3.1 Our Customer Promise is supplemental to our Booking Terms and Conditions and the two documents must be read together. Where there is any conflict between the two, our Customer Promise will take precedence.
- 3.2 Our Customer Promise is free of charge and applies to all existing and new bookings for the 2020 season – you don't need to do anything

4. Our Promise:

- 4.1 Where one of the circumstances described in condition 4.2 applies, we will offer you the choice of:
 - i. Re-booking your 2020 holiday for the 2021 season. We will offer you the corresponding weeks if they are available. If they are not, then we will offer you a choice of the nearest available dates. There will be no administration or re-booking fee applicable to the change; or
 - ii. Cancelling your 2020 holiday and receiving a full refund of any price paid for that booking; or
 - iii. Cancelling your 2020 holiday and receiving a credit note to the value of that booking to be used against any new booking from 4th July 2020 until 31st December 2021.
- 4.2 This Customer Promise covers you if one of the following arises as a result of the Pandemic:
 - i. The Park is closed during the Season;
 - ii. Government advice prevents you from travelling to the Park or from taking your holiday with us as planned;
 - iii. A member of the party, or close family relative living in the same household, are diagnosed with COVID-19.
- 4.3 If you choose to re-book your holiday for corresponding dates during 2021 under clause 4.1(i), and the price of that booking is higher than the price you would have paid for your 2020 booking, we will honour the lower price.
- 4.4 If you choose to cancel your booking with us and request a refund, we will aim to refund all sums paid to your original method of payment within 21 of days of receiving an email or letter from you confirming that you wish to do so. This period of time may be affected by working conditions and restrictions related to the Pandemic and it may be up to 42 days. We will notify you if we expect there will be any delay.
- 4.5 Your ability to rebook for 2021 will be subject to the ongoing government guidance in connection with the Pandemic. If we are unable to honour your re-booking as a result of circumstances linked to the Pandemic, we will refund any money paid to us, without charge.
- 4.6 If you opt to receive a credit note to use against a future booking, you will not subsequently be able to change your mind and request a refund from us. However, if you rebook using your credit note, and that booking is later cancelled because of the Pandemic, we will refund the cost of that booking to you.

5. Making a claim:

- 5.1 If the circumstances in condition 4 above apply to you, please contact us by 10am on the day of arrival at the latest to discuss which of the options you wish to select.
- 5.2 You should contact us at: Cofton Holidays, Starcross, Nr Dawlish Devon EX6 8RP info@coftonholidays.co.uk 01626 890111

6. Insurance:

- 6.1 Our Customer Promise only applies to cancellations for the reasons stated. We advise all customers to consider taking out appropriate holiday insurance, which is likely to provide you with cover for some additional reasons.

7. Other changes to your holiday:

- 7.1 If you need to make changes to your holiday that are not linked to the Pandemic, then our Booking Terms and Conditions will apply.