

COVID19 – GUEST INFORMATION SUMMARY

Below is a guide which should answer any queries you might have. Should you find your specific query is not answered, please email enquiries@fynnvalleyholidays.co.uk. Our role is to make sure that you know exactly where you stand with regards to your upcoming stay at Fynn Valley Holidays or a potential booking you may wish to make.

Should the Government implement a future lockdown or travel restrictions, what happens then? We sincerely hope this doesn't happen, as we know how much you're looking forward to a relaxing holiday in Suffolk! However, should a future travel ban be imposed, you would need to check with your travel insurance to see if you would be covered. If not, we would try to be flexible by transferring your booking to alternative dates where possible. This may result in you having to pay additional charges for dates at a different rate. If the transferred booking dates are cheaper, no refund will be given. Any payment already made by you will be transferred to these new dates. If you do not wish to move your booking to alternative dates in the future, we will offer a refund.

What happens if I need to cancel my holiday because I test positive for Covid or have to isolate through Track and Trace? Again, we sincerely hope this does not happen! In the event it does, check your travel insurance as to whether this would be covered. We will not be able to offer a refund or alternative dates in these circumstances.

What happens if either I or a member of my booking party feel ill during my stay? If you or any of your party start to show any of the symptoms of Covid (for example, a high temperature, a new, continuous cough), we request that you vacate your property as soon as possible and travel straight home, unless you are too ill to travel. You should call NHS 111 and advise Fynn Valley Holidays of the situation immediately.

What happens if I want to cancel because I am worried about catching Covid-19? With the amount of press and media coverage, we can understand apprehension to travel due to the possibility of coming into contact with Covid-19. However, our lodges are situated in a very quiet & peaceful location and as self-catering accommodation, provide the perfect environment for social distancing. We are now offering self-check-in, so you don't need to come into Reception on arrival. If there are no legal reasons why you cannot travel, but you chose to cancel, you will not be refunded, and it is unlikely you will be covered by your travel insurance.

What are we doing to ensure properties have been cleaned appropriately between guests? One thing we have always prided ourselves on is the cleanliness of our lodges and that does not change because of external factors. Our housekeeping team have been briefed with additional measures suggested by the industry and additional practises have been put into place. However, whilst we are doing everything in our power to offer the very best protection to both guests and staff, we off cannot and do not guarantee properties are free from infection. As standard, all properties are cleaned and maintained to a very high standard and these will be maintained going forward.

In order to carry out the above & ensure your peace of mind, we politely request that you do not arrive to your lodge before our 4pm check in time & that you do not check out any later than 10am on the day of departure.