

Holiday Booking Terms of Service

COVID-19 Amendment

31 August 2020

To provide additional assurance to our customers in these challenging times we have released the following amendment to our Holiday Booking Terms of Service.

The following Terms & Conditions contained within this box act as an amendment to our *Holiday Booking Terms of Service* and apply to holiday bookings confirmed between 31 August 2020 and 31 December 2020.

Our Holiday Booking Terms of Service can be viewed at <https://staygb.com/terms/holiday-booking-terms.html>.

- A. Included within the total cost of your booking is a non-refundable Processing Fee of £30 (thirty pounds). This covers our costs involved in processing your booking, financial transaction charges and the processing of any amendments.

- B. Should the property booked be unavailable for the booked period due to the area in which the property is located being included within a government or local authority COVID-19 lockdown / restriction then you will be entitled to:
 - a. Reschedule your booked period, subject to availability. (Please note that you may have to pay extra if you reschedule your stay to a more expensive period); or
 - b. Claim a full refund, minus the £30 Processing Fee (see [A] above).

- C. Should the Party Leader be unable to take possession of the keys on the Arrival date due to a government or local authority imposed COVID-19 lockdown / restriction, preventing the Party Leader from leaving their residential home / area, then you will be entitled to:
 - a. Reschedule your booked period, subject to availability. (Please note that you may have to pay extra if you reschedule your stay to a more expensive period); or
 - b. Claim a full refund, minus the £30 Processing Fee (see [A] above).

End of Amendment

Notes

Please note that Amendment Section [C] above does not allow a booking to be rescheduled or entitle the Party Leader to any refund should his / her Guest(s) (persons other than the Party Leader) be unable to stay in the property for any reason. This includes guests of the Party Leader being unable to stay in the property due to their specific area of residence being included within a government or local authority imposed COVID-19 lockdown.

Please also note that should the Party Leader be unable to stay in the property for the full duration of the booked period, his / her guests are not permitted to stay without them. As per the Terms and Conditions, Arrival and Departure must be conducted with the Party Leader. Keys to the property will not be handed over to anyone other than the Party Leader. This is industry standard practice to guard against subletting.



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