



Our Covid Booking Guarantee is designed to offer our guests peace of mind when booking and staying during uncertain times.

This guarantee supersedes our standard terms and conditions and ensures following:

Any booking that is affected by Covid travel restrictions, either nationally or locally are supported by this guarantee and we commit to following:

- The 30% deposit will be fully refunded, and the booking cancelled without charge or:
- The booking can be moved to a suitable date without charge, or:
- A credit note can be issued for any monies paid to be used at a later date.

Latest restrictions in Northumberland:

Full guidelines can be found here:

<https://www.gov.uk/guidance/national-lockdown-stay-at-home>

You cannot leave your home or the place where you are living for holidays or overnight stays unless you have a reasonable excuse for doing so. This means that holidays in the UK are not allowed.

This includes staying in a second home or caravan, if that is not your primary residence. This also includes staying with anyone who you don't live with unless they're in your support bubble.

You are allowed to stay overnight away from your home if you:

- are visiting your support bubble
- are unable to return to your main residence
- need accommodation while moving to a new house
- need accommodation to attend a funeral or related commemorative event
- require accommodation for work purposes or to provide voluntary services
- are a child requiring accommodation for school or care
- are homeless, seeking asylum, a vulnerable person seeking refuge, or if escaping harm (including domestic abuse)
- are an elite athlete or their support staff or parent, if the athlete is under 18 and it is necessary to be outside of the home for training or competition

Guest accommodation providers such as hotels, B&Bs and caravan parks may remain open for the specific reasons set out in law, including where guests are unable to return to their main residence, use that guest accommodation as their main residence, need accommodation while moving house, are self-isolating as required by law, or would otherwise be made homeless as a result of the accommodation closing.