

# Hampshire Outdoor Centres & Hampshire Outdoors

## Book with Confidence COVID-19 Guarantee

We guarantee that if your plans have to change due to COVID-19, you can either:

- ➔ **Transfer your booking to a new date (subject to availability).**
- ➔ **Cancel your booking and receive a full refund.**

We understand that in these times of uncertainty it is difficult to plan. Our book with confidence guarantee provides reassurance so that you can book your trip, safe in the knowledge that if COVID-19 results in the temporary closure of our centres, or you're unable to travel due to government advice or COVID-19 sickness, within one month of your trip date, you'll be able to transfer your visit to a future date, or receive a full refund.



### Booking guarantee Ts and Cs:

#### In the event that you're unable to go ahead with your visit due to:

- Sickness and/or isolation due to COVID-19.
- UK government restrictions on travel due to COVID-19.
- The Hampshire Outdoor Centre or Study Centre you have booked is temporarily closed due to COVID-19

#### We guarantee that, within one month of your trip date, you can either:

- Transfer your booking to new dates (subject to availability).
- Cancel your booking and receive a full refund.
- The guarantee can be activated within one month prior to the start date of the trip.

This guarantee only applies to cancellations and alterations affected by COVID-19 and must be applied to the entire booking. Other cancellation reasons are subject to standard booking terms and conditions.

If you choose to amend your booking to a different date, and your new date is less expensive - you can choose to spend this difference on another booking at our centres or have a refund. Alternatively, if the new date is more expensive, you will need to pay the difference.

The Book With Confidence guarantee is automatically applied to all bookings. This guarantee will be reviewed in August 2021.

