

Hergest Lee Covid Cancellation Policy

If we go into lockdown we will offer a change of dates or if that's not possible a full refund. If the dates chosen differ in price the customer must pay the difference. If the customer goes into lockdown yet we remain open we will offer a change of dates.

We ask that in the event of any government guidelines being issued regarding firebreaks or lockdowns that the customer get in touch with us as soon as possible regarding a change of dates or refund. This is important to us as on some occasions due to the tiering system we may be able accept other guests. If the restrictions in your area change we would expect you to contact us, if we are not contacted within a reasonable timeframe we reserve the right to withhold the funds already received. The urgency for rescheduling obviously increases as we approach the booked dates. We will always do our best to accommodate you and to find a resolution.

T&C's

Cancellation: If you need to cancel please contact us immediately and we will do our best to accommodate you. Once full payment has been made and date of check in is within eight weeks we will not be able to issue a refund If you wish to cancel your booking. (Apart from in exceptional circumstances).

Non-availability: We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. If this were to happen, we would offer you an alternative date. We will not sell, distribute or lease your personal information to third parties.

