

Holiday Safeguard Scheme

To avoid misunderstanding we would remind you that a reservation constitutes a legal contract. In the event of a cancellation, both parties should endeavour to re-let the accommodation. Should neither succeed then the person making the reservation is legally liable to pay two thirds of the total cost of the hotel accommodation. To help meet these conditions our Holiday Safeguard Scheme gives the following important benefits. The cost is £3.00 per adult and £1 per child per night. In self catering, the full amount is due and this cost is £40 per unit per week.

If you are forced to cancel prior to your holiday because of illness, death, injury, maternity, illness of any member of your party, death, serious injury or illness of husband, wife, father, mother, father-in-law, mother-in-law, brother, sister or child which can be substantiated and has arisen since you made the booking then you are no longer liable as described above, but excluding:

- a) War and allied risks
- b) Death or illness of relation not mentioned above
- c) Death of, injury to or sickness sustained by persons named in the agreement arising after the holiday has commenced
- d) Age limit 75 years

To qualify you must notify us immediately after the circumstances arise. The cover is only valid if such qualifying circumstances arise before you leave your home for your holiday.

Provided we receive written notice from you more than 49 days before your holiday is due to start and you are cancelling for one of the reasons given in the previous paragraph, your booking fee will be returned to you in full.

If we receive written notice from you 49 days or less before the start of your holiday, even if you are cancelling for one of the qualifying reasons, the booking fee you have paid will not be refunded.

If we receive notice to cancel from you and your reason(s) for cancelling is not one of the qualifying reasons, you forfeit your booking fee and you will be responsible for payment of two thirds of the total cost of the hotel accommodation if we are unable to re-let. If you do need to cancel, write to us immediately.

The decision of the Lancaster Associates on all claims will be final. Payment must be sent with the booking fee.