



OLD SWAN INN Covid-19 NEW BOOKING GUARANTEE

WE ARE NOW COVID-SECURE CERTIFIED HAVING MET THE COVID-19 INDUSTRY STANDARDS, in Partnership The National Tourist Organisations of Great Britain and Northern Ireland.

This is recognition that we are following government and industry COVID-19 guidelines, ensuring processes are in place to maintain cleanliness and aid social/physical distancing, having completed risk assessments and enhanced Covid-Secure cleaning processes.

All New and Existing Bookings

If in the future you are unable to take your holiday due to renewed FCO or Government Travel Restriction or Lockdowns in relation to Covid-19 **we will move your dates without penalty**, refunding or adding any price difference, **or provide a full refund** (contrary to our usual standard T&Cs). **If you wish to cancel your booking for any other reason, then this will be subject to our standard T&C's.** Please note this is subject to you making your original booking direct with ourselves through our website www.the-oldswaninn.co.uk. If you have originally made your booking through an Agency, then you are bound by that Agency's Terms and Conditions and our Rental Conditions. If your Agency holiday is cancelled due to Lockdown, we will move your booking to another date, adding or subtracting costs in relation to our seasonal tariff. Some agencies have non-refundable deposits or balance. The deposit in this case covers the Agency Commission we pay and this is not refundable to you or to us.

Please read our Terms and Conditions (T&Cs) and **we strongly suggest you purchase UK Holiday Travel Insurance**, either single trip or yearly cover. Please check if you already have travel cover with your Bank, Building Society, Credit Card Provider or Home Insurance. A few insurance providers may offer some Covid-19 cover.

We will continue to keep in contact with all of our future guests with any Government updates that may affect their booking.

Rest assured we are keeping up with all of the Government updates, and following all new Policies and Enhanced health & safety measures, and we will be in touch with you as needed.

Many thanks for supporting our small business, we greatly appreciate your understanding and patience at this difficult time. We look forward to meeting you or welcoming you back very soon.

Best wishes and stay safe,

Saran & Richard Squires

Old Swan Inn – Pembrokeshire Holiday Cottage

Updated 17th January 2021