

HOLIDAY CANCELLATION PROTECTION PLAN

Richardson Hotels are now able to offer a simple, low-cost plan to protect you should anything unexpected happen which causes you to cancel your booking with us.

Please note: This is not an insurance policy.

Upon booking, for an additional **5%** of the total price of your stay, you can add the Holiday Cancellation Protection cover so that if you can't stay, you won't have to pay.

Period of Cover

The cover is effective from the date of payment, and terminates on check out. The cover only protects elements of the stay not used.

Cover provided

The full cost of all pre-booked elements of the stay are covered, including room, meals, spa treatments and parking charges, should the booking be cancelled for a qualifying reason.

What is NOT covered

- 1) Extra items ordered by the guest including flowers, champagne and chocolates.
- 2) Goods and services already provided.

Qualifying reasons for cancellation

- 1) Death, injury or illness resulting in admission to hospital of you, other members of your party, close family members. For the purposes of this plan close family members are defined as spouse, long term partner, parent, parent in law, child, grandchild or sibling.
- 2) You or any member of your party being required for jury service, or subpoena as a witness at a Court of Law.
- 3) Redundancy of you or a member of your party as defined under the terms of the Employment Protection (Consolidation) Act 1978.
- 4) Government advising not to travel due to adverse weather conditions on the route from your home to your chosen hotel.
- 5) Theft or damage to your vehicle making it unsafe to drive within 72 hours of your arrival.
- 6) Industrial action or other significant event on pre-booked public transport which prevents you from arriving at your booked hotel.

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Exclusions

- 1) Disinclination to travel or stay
- 2) Death, injury or illness of a family pet
- 3) Other changes to financial circumstances not specifically covered.

How to claim

Please notify us on **0800 005 2244** or email us at reservations@richardsonhotels.co.uk as soon as possible. In order to validate the claim, we will require independent documentary evidence to support your request for a refund.

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