



## COVID-19 FLEXIBILITY GUARANTEE FOR SCHOOLS & GROUPS

Our promise...

Our Covid-19 Flexibility Guarantee provides the reassurance you need to book your next stay with Cohort Hostel. To give you complete peace of mind and keep things as simple as possible, we're applying the guarantee to all bookings in 2021 & 2022 – regardless of when you booked or the terms and conditions that were in place at the time.

If you are unable to proceed with your booking due to UK government restrictions\* related to Covid-19 which prevent you from travelling to Cohort Hostel (such as travel bans, lockdowns or enforced self-isolation); or Cohort Hostel is unavailable for any reason, you will be able to choose from one of the following options:

### **1. Transfer your booking to a later date, carrying over all previously paid monies**

Subject to availability we will move your booking to a later date, with no admin fees or penalties. We will also keep your original price provided that (a) the transfer date is within 13 months of the original booking and (b) the booking is moved to a date in the same price bracket, i.e. from mid-season pricing in March to mid-season pricing in October. Moves outside of these limits may result in additional charges.

### **2. Request a full refund**

We will refund you the full amount of your booking.

In addition to the above we will offer flexibility around deposit payments, adjusting our payment terms on a case-by-case basis to suit your schedule.

What we ask of you...

Please do not making a booking until full approval has been given from the relevant people / bodies within the organisation.

We are happy to confirm a booking without an upfront financial commitment on the assumption that a deposit payment to secure the booking will be made by an agreed time.

\* individual policies do not constitute UK government restrictions, i.e. if a cancellation is made due to a policy that the group has developed independently of government restrictions the Covid-19 Flexible Guarantee does not apply. This includes (but is not limited to) groups choosing to cancel trips without UK government guidance requiring them to do so.

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