

# Covid19 - Customers FAQs

We understand that the current situation with Coronavirus (Covid-19) is causing uncertainty and anxiety for our customers with a holiday booked in the coming weeks and months. The situation is changing daily; these are unprecedented times, so please bear with us as we work through what this means for our customers. We have created some FAQ's to help to answer some of the questions you may have. These will be reviewed regularly and updated as necessary. Our customers' safety and wellbeing is, and will continue to be, our top priority. We will work hard to try and help our customers get through these difficult times and ensure you can continue to enjoy your holiday safely.

## **I have an upcoming booking; can I still go?**

Following on the government advice, we are allowing anyone with a holiday booked with us up until the 4<sup>th</sup> June to transfer your holiday. Please contact us to discuss your holiday.

For any new bookings, please note that we are currently only accepting these where the arrival date occurs on or after Thursday 4th June 2020. We will continue to monitor the situation and so this may be subject to change.

## **Can I speak to somebody about my holiday/property?**

We are happy to speak with you regarding your holiday. Preferred method of contact is email – [office@pmestate.com](mailto:office@pmestate.com). Alternatively we can be contact on 01308 897706 or 07717 290096.

## **What happens if I want to cancel because I am worried about catching Coronavirus?**

Please remember that balance payments are not due until 4 weeks prior to travel and as such we recommend you wait and see what the situation is at that point in time rather than cancelling your holiday now. If you wish to cancel your holiday please contact us and we will run through the cancellation procedure.

## **What happens if I need to cancel my holiday because I catch Coronavirus?**

In this instance we ask that you contact us. In these circumstances we will of course offer you a full refund.

## **What happens if I do not catch Coronavirus but have to cancel my holiday because I have to self-isolate or I am advised not to travel by a medical practitioner?**

We are asking guests to contact us if they have any concerns regarding your holidays. We are offering guests who would like cancel, a refund. We are also offering the option of us retaining your deposit for 18 months to enable you to visit us in the near future, with no price increase.

## **Can you guarantee the properties have been appropriately cleaned?**

Whilst it is not possible to guarantee that properties are free from infection, all properties are cleaned and maintained to a high standard, and we have guided our cleaners to take extra measures in this regard, during the pandemic.

Best wishes and Stay safe