



# COVID REFUND GUARANTEE



## **Coach Holidays**

In these uncertain times, we believe flexibility with your booking is key.

Therefore, let us reassure you that if we are unable to travel to take your holiday because of national or local lockdown restrictions, we will guarantee that you will receive either:

- A Credit note or Gift Voucher equal to any balances paid.
- Allow Grayscroft Coaches to transfer your money onto an alternative holiday.
- A full refund.

Please note that this refund guarantee applies only if local or national lockdown restrictions coincide with the dates of travel for your selected holiday.

The refund guarantee covers national and local lockdowns, but does NOT cover you (or members of your party) for being unable to travel because you (or a member of your party) fall ill with Covid-19, or are required to quarantine or self-isolate. In these circumstances, your money would normally be guaranteed by your Travel Insurance which we strongly advise you purchase as soon as possible after your initial booking with Grayscroft Coaches.

## **Day Trips**

If we are unable to travel to take you to your Day Trip destination due to local or national lockdown restrictions, we will guarantee that you will receive either:

- A Credit note or Gift Voucher equal to any balances paid.
- Allow Grayscroft Coaches to transfer your money onto an alternative day trip.
- A full refund.

Please note that this refund guarantee applies only if local or national lockdown restrictions coincide with the dates of travel for your selected Day Trip.

The refund guarantee covers national and local lockdowns, but does NOT cover you (or members of your party) for being unable to travel because you (or a member of your party) fall ill with COVID-19, or are required to quarantine or self-isolate. In these circumstances, our normal Day Trip cancellation Policy will apply.