



Coronavirus Book with Confidence Guarantee

What is covered?

The Book with Confidence Guarantee is free of charge and automatically applies to new bookings for 2020 and 2021, you don't need to do anything.

In relation to the Coronavirus outbreak you are covered for the following:

1. Calvert Kielder is not able to provide you with accommodation due to restrictions
2. UK Government restrictions on travel
3. You are unable to travel due to a positive Covid-19 test result or have been told to isolate NHS111*

I need to claim against the guarantee, what do I do?

All you need to do is call us on 01434 250232 at any point within the guarantee change window which is between 14 days and 3 days prior to arrival and you can:

1. Transfer your holiday to new dates in 2020 or 2021, free of charge*
2. If you don't know your new dates we will hold your funds until new dates are agreed.*
3. Cancel your booking and receive a full no quibble refund

*** Please refer to our terms and conditions below for more information**

Terms and Conditions of the Coronavirus Book with Confidence Guarantee

1. The 'Guarantee Change Window' allows any transfer or cancellation within the period of 14 days and 3 days prior to arrival.
2. Should UK Government advice significantly change in the 3 days prior to arrival, we will reactivate the Guarantee for you.
3. All other booking terms and conditions remain unchanged.

4. If you choose to amend your holiday to different dates, and your new holiday is cheaper than your existing booking, we will refund the difference. Should your new holiday be more expensive you will need to pay the difference at the time of booking.
5. If you choose to cancel your holiday you can only do this by calling us, refunds will take up to 28 days to process.
6. If you have held your monies with us as your break was affected by Coronavirus, this credit can be used against any holiday in 2020 or 2021. The booking for the holiday must be made within 12 months of the credit being available.
7. The Coronavirus Book with Confidence Guarantee is available until further notice. The above terms and conditions apply to all bookings made with Calvert Kielder from 7th October 2020. If your booking has been made with agents representing Calvert Kielder, the above guarantee will not apply, you should refer to the terms and conditions of your booking agent.
8. Calvert Kielder reserves the right to request evidence of your positive test result or isolation note confirmation from you.