

## **Holiday Cancellation Protection Scheme**

Our Holiday Cancellation Protection Scheme, which is included in the brochure/website price of your holiday, automatically covers you when you book a property. The scheme covers you for up to a full refund of the holiday rental/maximum claim\*\*, whichever is the less, minus a £100 administration charge and the £35 booking fee, should you cancel your holiday under qualifying reasons covered by the scheme.

Certification of any medical problem is required from your doctor, confirming you are not well enough to take your holiday and that the condition was not known at the time of booking. You are not covered for claims arising out of circumstances occurring before the date your holiday is confirmed by payment. For additional risks not covered by this Holiday Cancellation Protection Scheme you are advised to seek further cover.

The Holiday Cancellation Protection Scheme is valid only for cancellation of the whole holiday. See also Booking Conditions for more information.

You are covered for:

- Death, illness\*, injury\* of you or any member of your travelling party named on the original Guest Details form excluding pets. The same form should have been received and acknowledged by Yorkshire Coastal Cottages.
- You or any member of your travelling party being required to undertake jury service or appear as a witness at a court of law providing you have had your written request for an alternative date refused.
- Police requiring the presence of you or any member of your travelling party following fire or theft at your home or place of business.
- Accidental damage to your or any member of your travelling party's home, occurring within 14 days of the planned departure date or during the holiday and rendering the home uninhabitable.

\* Illness or injury requiring hospital treatment

\*\* The maximum claim is limited to £1,500

Exclusions:

- Bookings from customers resident outside the UK.
- Any recurring, chronic, or continuing illness or condition and pre-existing medical conditions or injuries.
- Pregnancy or giving birth when the expected date of birth is within two months of the start of your holiday.
- Epidemic or pandemic as declared by the World Health Organisation, Department of Health or DEFRA.
- Suicide or attempted suicide.
- Drug addiction or alcoholism.
- Failing to follow proper medical advice.

- Certain hazardous sports or pastimes (definition available on request).
- Travelling against medical advice.
- Divorce, separation or personal relationship breakdown.

If you have to cancel your holiday due to any of the circumstances covered, we will consider a payment up to the property holiday rental/maximum claim\*\*, whichever is the less, minus the £35 booking fee and a handling charge of £100 or in the event of curtailment, the proportion of your holiday lost, less the £35 booking fee and a handling charge of £100. The decision of Yorkshire Coastal Cottages will be final in all cases.

If you do need to cancel your holiday, please telephone Yorkshire Coastal Cottages immediately on 01947 820949 and follow up by writing, within five days, to Yorkshire Coastal Cottages, 29 Skinner Street, Whitby YO21 3AH. Supporting documentation e.g. a doctor's form, will be required. See Terms & Conditions.

If the reason for cancellation is not covered by the scheme, the holiday cost remains payable in full.