

HOLIDAY CANCELLATION PROTECTION SCHEME

If, after your Booking is confirmed (in accordance with the process set out in the Booking Conditions), you find that you cannot take it for the following reasons:

- (i) the injury or illness (in each case requiring hospital treatment) or death of a member of your party;
- (ii) a member of your party being required in the United Kingdom for jury service or as a witness in a Court of Law (provided that they have had their written request for an alternative date refused);
- (iii) police requiring the presence of any member of your party following fire or theft at their home or place of business; or
- (iv) accidental damage to a member of your party's home, occurring within 14 days of the planned departure date or during the holiday and rendering the home uninhabitable,

in each case, provided that the member of your party in question was named on the Booking at the time of confirmation,

but not including:

- (i) a re-occurring or pre-existing medical condition of any member of the party (pre-existing medical condition means any serious or recurring medical condition which has been previously diagnosed, investigated or treated in any way, at any time, even if this condition is currently considered to be stable and under control);
- (ii) a member of the party commits (or attempts) suicide, self-injury or any wilful act of self-exposure to peril (except where it is to save human life);
- (iii) death, injury or illness of any pets or animals;
- (iv) epidemic or pandemic (or fear thereof) as declared by the World Health Organisation, Department of Health or DEFRA;
- (v) a member of the party being under the influence of drugs (except those prescribed by a member of the party's registered doctor but not when prescribed for treatment of drug addiction);
- (vi) a member of the party being under the influence of alcohol or solvents or anything relating to a member of the party's prior abuse of drugs, alcohol or solvents;
- (vii) cancellation due to the pregnancy of any member of the travelling party when the expected date of birth is within two months of the start of the holiday;
- (viii) cancellation arising due to any circumstances which occurred prior to the date of making your booking (whether pre-existing medical conditions or otherwise);
- (ix) hazardous sports or pastimes;
- (x) divorce, separation or personal relationship breakdown; or
- (xi) failure to follow proper medical advice (including medical advice not to travel),

then, subject to all other scheme conditions being met, we will normally, but at our absolute discretion (as to both the refund and its amount), refund the rental charges you have then paid (or waive rental charges yet to be paid), less any 'extras' paid for at the time of booking (eg. Booking Fee, pet charges, linen or cot hire etc.) and an administration fee (£100.00) – in all cases to a maximum refund / waiver amount of £1,500.

In all other cases (ie those where the scheme qualifying conditions are not met) we will endeavour to re-let the period made available as a consequence of the cancellation, and if successful would normally consider a goodwill refund / waiver up to the value of the re-let holiday less any 'extras' paid for at the time of booking (as above) and an administration fee (£100.00) – again, in all cases to a maximum refund / waiver amount of £1,500.

Our decision as to your claim will be final in all cases.

Confirmation of Cancellation

If you have to cancel your booking for any reason, you must immediately (and in any event within five (5) days of becoming aware of the circumstances requiring the cancellation) confirm the details in writing to us (by letter or email), failing which a cancellation shall not be effective and the terms of this scheme shall not apply. Notices are to be sent to:

Post – Yorkshire Coastal Cottages, 29 Skinner Street, Whitby, Yorkshire YO21 3AH

E-mail – info@yorkshirecoastalcottages.com

In addition, where you consider that you may have a valid medical claim under this scheme, we will require as supporting documentation, that the registered doctor of the relevant member of the party must certify the relevant condition and confirm it was not a medical condition existing prior to the point of making the holiday booking and prevents the member of the party from taking up the booking.

General Scheme Conditions

The scheme covers a full refund / waiver only and not a part refund / waiver. If the holiday ends prematurely after arrival for any reason, no refund / waiver will apply. The maximum value of any refund / waiver will be £1,500.

The scheme begins upon the date of booking and ends at midday on the day the stay commences.

You may opt out of the Holiday Cancellation Protection Scheme should you wish to do so but there is no monetary value to the scheme and the agreed cost of your holiday will remain payable in full.

The scheme does not apply to any Bookings made by customers resident outside of the UK. You are recommended to make your own cancellation protection arrangements in respect of such Bookings.

Once your Booking has been confirmed you will remain liable to pay the full amount of the agreed charges notwithstanding any cancellation or purported cancellation. This scheme provides for the only re-imbursment / waiver of agreed charges that will be made in respect of your Booking and only upon the terms of the scheme outlined in this Annex.

We recommend that you take out your own cover for any issues not covered by this scheme, including specifically pre-existing medical conditions and other claims arising from circumstances which occurred prior to the date of making your Booking.