

Given the current global situation, we find ourselves in uncharted territory.

If you are already in the UK a canal boating holiday is the best form of self-isolation we can imagine, but we understand that our customers may need to make last minute alterations to their plans due to circumstances beyond their control.

With this in mind we are offering an amended cancellation policy for all new bookings for holidays starting before 18th July 2020. If you have to cancel at any point up to 48 hours before your trip we will issue you with a credit redeemable against any other booking up to the end of 2021.

Our boats are always thoroughly cleaned but we've added a new disinfectant as an extra precaution, and we've asked our staff to follow the government's guidelines to self isolate if they develop a cough or temperature.

Amended Cancellation Policy for new bookings made between 16th March and 18th July

Your holiday must have been booked after the 16th March and start before the 18th of July. Our standard cancellation policy applies to bookings made before 16th March.

If necessary you may cancel your holiday with as little as 48 hours notice. Please contact us by email to cancel.

You may either rebook your holiday immediately, receive a credit, (The credit may be used against any future holiday taken before the end of our 2021 season) or a full refund of monies already paid.

If you wish to cancel your booking before your balance is due, we will keep your deposit for use against a future booking.

If after this time you are unable to travel for the following reasons you can still cancel for a booking credit under the following circumstances:

Your Government advises against all or all but essential travel.

- There is a border closure or localised lockdown which prevents access to or from our premises
- Your flight is cancelled.
- You or a member of your party contracts a confirmed case of Coronavirus, you are advised or instructed to self-quarantine, or put into quarantine by the authorities

We will, of course, continue to monitor developments and update our policies if and when necessary.

If none of the above circumstances applies, then you can proceed with your holiday as planned. If you should decide to change or cancel your booking in this instance, our standard booking terms and conditions will apply. If you have taken out travel insurance we advise you to check your policy to see if you are covered.