

Holiday Guest Booking Update 10 June 2020

Dear Holiday Guest

We are currently receiving a high volume of emails and messages, thus we are prioritising our responses to those guests who were due to arrive between now and the 4th July 2020.

If your holiday does not fall into these arrival dates, we will be unable to reply at this time.

When we do contact you by email, we will be offering you a choice

1. Choose an alternative date to stay with us in 2020.
2. A full refund of any money paid to Bunn Leisure.

If you would like to rearrange your dates for later in 2020, please send us an email at holidays@bunnleisure.co.uk with your current reference number and tell us what your preferred choice of new dates would be.

We will assume the party makeup and grade choice would remain the same, and we will email you back with your new confirmation. We would appreciate that you do this as soon as possible before you arrive, so we know what everyone's plans are.

Please do bear with us and our hardworking team members at this time. We are extremely conscious that this is frustrating for everyone concerned, and that you just want to get things resolved quickly and easily. Our teams are working as hard as they can to make email contact with as many of you as possible.

We do appreciate that the current situation with the Covid-19 outbreak is unsettling to you; our valued guest. We will continue to monitor the government guidelines very closely and should the situation change we will be in touch with you.

Thank you for your patience at this time.

The Bunn Leisure Holiday Team

Book with Confidence Guarantee

Book with confidence guarantee at Bunn Leisure is free of charge and automatically applies to all new bookings made from 14/05/20 direct through Bunn Leisure, for 2020 and 2021, you do not need to do anything.

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

1. The park is closed
2. UK Government restrictions on travel
3. You are unable to travel due to sickness or isolation
4. You consider it unsafe to come on holiday

If you need to make a claim

All you need to do is get in touch with us via email at any point within the change window which is between 28 days and 4 days prior to arrival and you can:

1. Transfer your holiday to new dates in 2020 or 2021, free of charge*
2. Cancel your booking and receive a full no quibble refund

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

Terms and conditions

The book with confidence Guarantee is only applicable on new bookings made on or after 14/05/20, and for booking made direct through Bunn Leisure.

The 'Guarantee Change Window' allows any transfer or cancellation within the period of 28 days and 4 days prior to arrival.

Should UK Government advice significantly change in the 4 days prior to arrival, we will reactivate the Guarantee for you.

All other booking terms and conditions remain unchanged.

If you choose to amend your holiday to different dates, should your new holiday be more expensive you will need to pay the difference at time of booking.

If you choose to cancel your holiday, you can only do this by emailing us, refunds will take up to 28 days to process.

The Coronavirus Book with Confidence is available until further notice.

Bunn Leisure cancellation Protection is a separate offer and remains available at the same time as this Guarantee.

