

Herdwick Cottage Ambleside cancellation guidelines

With the possibility of the increase in frequency of bad weather events we thought that it would be useful to clarify our policy regarding cancellations for extreme weather events such as floods, blizzards etc, and also Covid scenarios. This does not take the place of any contractual cancellation arrangements made with a booking agent, but are our personal obligations which we will try to fulfil. It's not an exhaustive list, but we hope they will help you feel more comfortable and be able to plan if you are worried about your holiday and what happens in the event of really bad weather or Covid rules changing.

Please make sure that you have adequate travel insurance cover for your holiday.

Covid

In the event that you are unable to travel to Cumbria or Ambleside due to official travel restrictions or Lockdown of our area we will offer a refund or change of dates (please note a cancellation fee or booking fee may be payable depending on the agent you have booked with).

If the area you are travelling from is in an official Lockdown tier and you are unable to leave, but your destination is available, or if a member of your party tests positive on a lateral flow or PCR test and you are required to isolate, we are not obliged to offer a refund or change of dates but will try to re-sell the week for you and if successful will offer a refund or change of dates (subject to any fees the booking agent imposes). Alternatively, you may change the booking name to a friend or family member who is able to use the property. You may wish to claim on your travel insurance instead under these circumstances.

If you fall ill with Covid whilst on holiday you should return home immediately to isolate (you may wish to claim for the unused portion of your holiday on your travel insurance). If you are too ill to travel, you may stay on until you are able to travel, however this will be chargeable at the full rate.

If a Lockdown is imposed whilst you are on holiday, we will consult the government guidelines regarding hospitality and if you are required to leave immediately will refund you pro-rata, or if advised, you may finish your holiday and return home at the normal time.

Please do not enter the property if you or a member of your party has tested positive on a LFT or PCR test in the last 5 days. If you do, the booking will be immediately terminated and the 'Good Housekeeping' fee will be charged.

Extreme weather policy

In the event that all the major roads into/out of Ambleside are impassable or weather conditions are such that it is unsafe to travel (such as a red weather warning in the area) on arrival day, we will arrange a pro-rata refund for the days that you were unable to be at the property and you are welcome to come for the rest of the week, subject to us having been able to arrange for cleaning to take place. Please note we cannot offer a refund or change of dates for heavy downpours, stormy weather (yellow and amber weather warnings in the area), train or bus strikes.

If all the major roads are impassable on checkout day, for guests in the property, you may stay on until the earliest opportunity to leave safely arises, however this may be chargeable and is at our discretion, and will be offered on a day-by-day basis as we assess the situation.

Please note that we reserve the right to assess the situation up until arrival day/departure day. This is because the weather changes very quickly in the Lake District and we cannot offer cancellations for a situation that has improved. However, we do appreciate that this affects planning and wherever possible we will try to make a decision the night before.

If extreme weather prevents you from leaving your home and travelling to your holiday destination, but conditions at the holiday property are unaffected, we are not obliged to offer a refund or change of dates but will try to re-sell the week for you and if successful will offer a refund or change of dates (subject to any fees the booking agent imposes). Alternatively, you may change the booking name to a friend or family member who is able to use the property. You may wish to claim on your travel insurance instead under these circumstances.

We will make a decision based on the Met office weather forecast and RAC and AA travel information available:

[Traffic news for cumbria uk | Live reports from AA Roadwatch | AA \(theaa.com\)](#)

[Ambleside \(Cumbria\) weather - Met Office](#)

[Traffic News | RAC UK Traffic Report Updates and Route Planner](#)