

## **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 storms, floods, snow etc, and also illness. 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 this will help you feel more comfortable and able to plan.

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

### **Extreme weather policy**

In the event of a red weather warning or flooding in the immediate area or at the property 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. If the situation looks like it will have a major impact on your holiday, we will arrange for a refund or try to find you an alternative week, whichever you prefer (please note that there may be a non-refundable fee according to which booking agent you have used, and an alternative week may be at a different price).

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 due to an extreme weather event, 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, you will need to claim on your holiday insurance. Alternatively, you may change the booking name to a friend or family member who is able to use the property.

Useful websites:

[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](#)

## **Illness**

In the event that you are unable to travel due to illness you will need to claim on your holiday insurance. Alternatively, you may change the booking name to a friend or family member who is able to use the property.

For serious illness, bereavement or disablement, please contact us as soon as you are able (Airbnb) or your booking agent, and we will do our best to sort something out.

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.

To keep our staff and vulnerable guests safe, 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.