Extenuating Circumstances Policy

COVID-19

Summary

Reservations made on or before 1st January 2021, with a check-in date within the next 45 days from this day, are covered by the policy and may be cancelled before check-in. Hartington Hills Limited will either refund in full or offer a booking transfer.

Our cancellation policy will apply as usual to reservations made after 1st January 2021.

Which reservations are covered?

RESERVATIONS MADE ON OR BEFORE 1ST JANUARY 2021

Reservations made on or before 1st January 2021, with a check-in date within the next 45 days from this day, may be cancelled before check-in. This means that guests who cancel under the policy will receive a full refund or transfer for the amount they paid.

Reservations made on or before 1st January 2021, with a check-in date more than 45 days from this day, are not currently covered for COVID-19 related extenuating circumstances. Our cancellation policy will apply as usual.

If a reservation has already begun (the check-in has passed), this extenuating circumstance does not apply.

RESERVATIONS MADE AFTER 1ST JANUARY 2021

Reservations for stays made after 1st January 2021 will not be covered under our extenuating circumstances policy, except where the guest is currently sick with COVID-19. COVID-19-related circumstances not covered include: transport disruptions and cancellations; travel advisories and restrictions; health advisories and quarantines; changes to applicable law; and other government mandates such as evacuation orders, border closures, prohibitions on short-term rentals, and lockdown requirements. Our cancellation policy will apply as usual.

Our extenuating circumstances policy is intended to protect guests from unforeseen circumstances that arise after booking. After the declaration of COVID-19 as a global pandemic by the World Health Organization, the extenuating circumstances policy no longer applies because COVID-19 and its consequences are no longer unforeseen or unexpected. Please remember to carefully review our cancellation policy when booking and consider choosing an option that provides flexibility.