

CANCELLATION COVER TERMS

WHO IS COVERED? The cover which must be taken out at time of booking applies only to “Registered Guests”, that is guests whose names are given on the booking form at the time of booking.

LIMIT OF COVER. Full repayment of any deposit and final payment in the event of cancellation of your holiday solely for any of the following reasons:

- (a) death, accident, compulsory quarantine, jury service or witness summons of a Registered Guest; or
- (b) death, accident or sickness arising after the time of booking of the husband, wife, child, father, mother, father-in-law, or mother-in-law of any Registered Guest; or
- (c) damage after booking to the home of any Registered Guest sufficient to render it uninhabitable as the result of burglary, fire, explosion, subsidence, malicious damage, storm, or flood; or
- (d) police requesting your presence at home following burglary, or attempted burglary at your home; or
- (e) cancellation of the leave of any Registered Guest who is a member of H.M. Forces or of the Emergency Services, provided leave had been firmly agreed and documented at time of booking; or
- (f) a serious accident on the journey to The Tranquil Otter.

THE COVER. In the event of your holiday being cancelled by any of the above events then the amount paid towards your stay at The Tranquil Otter will be repaid, less £75 pounds. If your holiday at The Tranquil Otter is cut short once it has started, then the unused days will be credited as calculated by the tariff table (e.g. If you have to cancel after 3 days then the difference between the weekly and standard short break rate will be credited) less the first £75 of each claim.

Medical certificate(s) and/or other evidence of illness or accident acceptable to us will be required in the event of a claim.

WHAT IS NOT COVERED? Cancellation of a holiday is not covered if the cancellation is on account of a medical condition, illness or injury which was known, or should reasonably have been known to any of the Registered Persons at the time the cover was taken out.

WHAT DOES CANCELLATION COVER COST?
5% of the charge for the holiday.

THE TRANQUIL OTTER

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