

Pride-N-Joy Covid-19 Policy

COVID-19 update: on 26th June 2020

For customers whose holidays have been impacted by lockdown.

The safety of our guests, owners and employees is of utmost importance to us. In light of this, and in line with latest government guidelines, we are contacting all customers whose holidays cannot go ahead as planned due to the government imposed lockdown. Each of those customers will have the option to transfer their holiday online with a voucher or they can request a cash refund.

We are in the process of contacting customers with arrival dates as per below:

- **England.** Customers with an arrival up to and including 3rd July 2020.

Transfer your holiday.

If you have an arrival date after 3rd July 2020, we will be in contact soon so you can request a voucher. If you have an arrival date on or before the 3rd July 2020, you should have received a phone call from us offering you a Transfer Price Match Promise.

Take advantage of our Transfer Price Match Promise on selected dates.

Transfer Price Match Promise (TPMP) provides great value when choosing to move your holiday to the same accommodation and same duration for a new date in 2020 or 2021, and the offer is available until 3rd July 2020 for customers who have a holiday start date on or before 3rd July 2020.

For existing customers with travel dates from 4th July 2020 for accommodation in England.

At present, there is no indication that holidays in England from 4th July 2020 cannot go ahead. If you decide to wait and your travel dates were to be affected by public health measures such that your accommodation cannot be provided, you would at that point you will have one option open to you and that is to take advantage of our TPMP.

When are we taking new bookings from?

In line with government updates we are only taking new bookings for the following dates:

- **England.** We are taking new bookings for arrivals from Saturday 4th July 2020.