

# Cancellation Cover Terms - all you need to know!

Cancellation Cover can only be added at the time of booking. You cannot cancel your Cancellation Cover once it has been added.

## 1. IF YOU CANCEL FOR A QUALIFYING REASON

- 1.1. For bookings cancelled for a Qualifying Reason more than 28 days prior to the start date of your holiday, we will refund all monies paid, less the Cancellation Cover charge.
- 1.2. For bookings cancelled for a Qualifying Reason 28 days or less prior to the start date of your holiday, you will be refunded 80% of the Total Holiday Value.

Total Holiday Value includes the total cost of the holiday and all extras paid to Parkdean Resorts such as half board, priority arrival, cots or high chairs. The Cancellation Cover charge is not included the Total Holiday Value.

- 1.3. For bookings cancelled for a Qualifying Reason on or after the holiday start date, you will receive no refund.

### 1.4. Qualifying Reasons include only:

- a. Serious illness or injury, death or maternity of any named member of your party or their spouse;
  - b. The redundancy of any named member of your party or their spouse;
  - c. The unforeseen occupational posting of any named member of your party or their spouse in their present employment;
  - d. Fire, floods, subsidence or malicious damage, rendering the home of anyone named in your party uninhabitable;
  - e. The police requiring the presence of any named member of your party or their spouse following a criminal offence committed at their home or place of business;
  - f. Jury service by any named member of your party or their spouse; or
  - g. Death or serious injury or illness of a close relative of any named member of your party or their spouse. Close relative means spouse, civil partner, parent, grandparent, child, grandchild, brother or sister, and the spouse or civil partner of any of those persons and treating the stepchild of any person as their child.
- 1.5. The Qualifying Reason must have arisen AFTER the date you made your booking and you must supply documentary supporting evidence of the circumstances and the date they occurred to be entitled to the refund detailed in clause 1.1.

- 1.6. Please note, the holiday will be cancelled when we receive your request, however refunds will not be issued until adequate supporting documentation has been received, such as a doctor's certification, court notification or death certificate.
- 1.7. Parkdean Resorts' decision on whether your circumstances are considered a Qualifying Reason and whether documentary supporting evidence is adequate is final and no correspondence will be entered into about it. If Parkdean Resorts does not receive adequate supporting evidence within 3 months that your holiday was cancelled due to a Qualifying Reason, the holiday will be treated as cancelled for a Non-Qualifying Reason and a refund will be issued in accordance with clause 2.
- 1.8. Cancellation Cover is only for the benefit of passengers named on the booking, so you must ensure these details are correct and updated if the passenger details change. If the reason for cancellation is due to a Qualifying Reason for someone not named on the booking or their spouse before the Qualifying Reason occurred, you will not be covered.

## **2. IF YOU CANCEL WITHOUT A QUALIFYING REASON**

- 2.1. For bookings cancelled more than 70 days prior to the holiday start date, you will be refunded 80% of the Total Holiday Value.
- 2.2. For bookings cancelled 70-57 days prior to the holiday start date, you will be refunded 60% of the Total Holiday Value.
- 2.3. For bookings cancelled 56-29 days prior to the holiday start date, you will be refunded 40% of the Total Holiday Value.
- 2.4. For bookings cancelled between 28-1 days prior to the holiday start date, you will be refunded 20% of the Total Holiday Value.
- 2.5. For bookings cancelled on or after the holiday start date, you will receive no refund.

## **3. HOW TO CANCEL**

If you decide to cancel your confirmed booking, please contact us as soon as possible by calling us on 0344 335 3252. The date that you contact us is the date of the cancellation. We can only accept cancellation from the lead booking name unless your documentary evidence shows they are unable to cancel the booking or we have received prior approval from the lead booking name to speak to someone else regarding the booking.

## **4. REFUND PAYMENTS**

- 4.1. When you cancel your holiday and we are in receipt of any supporting documentation where required, you will receive the refund to the card that payment was made. If this card has expired, we will contact you to obtain your bank details to arrange a BACS transfer.

- 4.2. If you have used any vouchers, we may be able to transfer them to another break, subject to the voucher terms with Parkdean Resorts, but we do not refund vouchers.
  
- 4.3. If any bank accounts have been frozen or closed following the death of the person who paid for the holiday, we will require the executor of the estate to sign a letter of indemnity confirming that they are administering the estate, and we will arrange a BACS transfer to the executor following receipt of the fully signed letter of indemnity.