

Covid-19 Cancellation Policy

As outline in clause 27 of our Standard Terms & Conditions below, if you are prevented from using our accommodation as a result of Covid-19 restrictions or lockdown, we will offer to reschedule your stay or refund you in full.

See below clause 27 of our Standard Terms & Conditions for full details.

Frustration of the contract due to COVID-19

27. In accordance with guidance issued by the Competition and Markets Authority, if due to restrictions being implemented in Scotland, the UK or abroad:

- you are prevented from using the accommodation or receiving or using our services (for example, lockdown measures have made it illegal for us to provide the accommodation or services or you are unable to travel to our premises); or
- a key element of the services cannot go ahead or there is a material impact on the number of people that can take part in the services or use the accommodation, then our contract with you will be frustrated and come to an end. In that case, we will first seek to agree a rescheduled date (or dates) with you. If we are unable to agree a rescheduled date with you and to the extent that you are unable to recover any sums paid to us under any insurance cover that you have then, subject to Clause 29, we will refund you in full for any sums paid to us (including your deposit) for services which have not been provided to you.

If you have any question about our above Covid-19 cancellation policy, please email the estate office at hello@mayenestate.com or call us on 01466711100 to speak to a member of staff.