

Coronavirus – What You Need to Know

23rd March 2020 – 9am

Yesterday the Government updated their advice relating to avoiding non-essential travel in the UK during the Coronavirus (COVID-19) pandemic.

The statement reads as follows:

“Essential travel does not include visits to second homes, camp sites, caravan parks or similar, whether for isolation purposes or holidays. People should remain in their primary residence. Not taking these steps puts additional pressure on communities and services that are already at risk.”

Source: www.gov.uk/government/news/covid-19-essential-travel-guidance

Regrettably, while Alpine Grove Woodland Park is still technically open, guests need to follow this guidance and will be unable to travel as planned. Alpine Grove Woodland Park advises all guests to take out suitable travel insurance at the time of booking, the updated travel advice should mean guests can claim on their travel insurance accordingly.

We ask that you only call if necessary, we will be working through bookings and get to you as soon as we possibly can. We will also be emailing all customers with existing bookings with further advice.

For bookings from now until the end of April

If you have a booking on our system between now and the end of April, please do not travel. We will be contacting all customers to discuss alternative dates for your booking. If you would prefer to cancel, then you will need to claim any losses from your own travel insurance.

For bookings in May

We will continue to follow government advice and will make a statement on May bookings as soon as the situation becomes clear. We will be contacting each of you within due course to offer alternative dates. If you would prefer to cancel, then please check with your travel insurance provider as you may be able to claim any losses from them.

For bookings from June onwards

We will continue to follow government advice and will make a statement on bookings for June and further as soon as the situation becomes clear. Customers can contact us to arrange alternative dates however priority will be given to customers with earlier bookings so no dates will be confirmed until the April and May backlog has been cleared.

As Alpine Grove Woodland Park has not received specific instruction to close, our standard cancellation policy still applies.

For more information about helping to prevent the spread of coronavirus, please visit:
www.nhs.uk/conditions/coronavirus-covid-19/

For the latest Government information regarding Coronavirus, please visit:
www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public

For specific advice relating to what constitutes 'Essential Travel', please visit:
www.gov.uk/government/news/covid-19-essential-travel-guidance

Are there any plans for Alpine Grove Woodland Park to close?

Alpine Grove Woodland Park has not received any specific instruction to close, however the Government have updated their advice regarding 'Essential Travel' in the UK meaning guests are currently not able to travel for holiday purposes. Guests with bookings in April will be offered alternative dates or should be able to claim on their travel insurance if they cancel. Guests with bookings in May will also be offered alternative dates and should check their travel insurance cover before cancelling. Guests with bookings for June and beyond can also rearrange dates however priority will be given to those with original bookings in April and May.

Until Alpine Grove Woodland Park receives any specific instruction to close, our standard cancellation policy still applies.

Can I amend the date of my Alpine Grove booking?

Yes, we are allowing all guests to transfer their bookings to alternative dates with no loss of deposit. Different rules may apply to bookings made via a third party such as Pitchup or Airbnb and priority will be given to guests with original bookings in April and May. Please contact us by email (stay@alpinegrovetouringpark.com) or by phone on 01460 65079 if you would like to amend your booking.

Can I get a refund if I cancel my Alpine Grove Booking?

Our cancellation policy remains unchanged, pitch and log cabin fees and deposits are non-refundable, cancellation due to the Government travel advice or due to illness should be covered by guests' travel insurance and we advise all guests to ensure they have adequate travel insurance at the time of booking. Different rules may apply to bookings made via a third party such as Pitchup or Airbnb. Please contact us by email (stay@alpinegrovetouringpark.com) or by phone on 01460 65079 if you would like to discuss your booking.

What is Alpine Grove Woodland Park doing to safeguard guests while on site?

We are staying fully up to date with the latest information and advice and following all Government and Public Health guidance. Additional sanitation precautions are being taken in all public areas and we reserve the right to refuse entry to anyone showing symptoms that would require them to self-isolate or to ask guests to leave if they develop symptoms during their stay.

Can I self-isolate in my camping unit at Alpine Grove Woodland Park or in one of your log cabins?

No. Public Health England's advice for self-isolation is to stay at home so you will be unable to stay at or visit Alpine Grove Touring Park.

I have an upcoming booking at Alpine Grove Woodland Park but I need to self-isolate?

Please do not travel, follow the latest Health England advice and contact us to arrange alternative dates and your travel insurance provider if you need to cancel.

What should I do if my balance is due and I have concerns?

Please call us on 01460 65079 to discuss your concerns.

Cancellation Policy

Pitch and log cabin fees and deposits are non-refundable in the event of a cancellation.

Cancellation due to illness or Government instruction not to travel should be covered by guests' travel insurance.

We advise guests to ensure they have adequate travel insurance at the time of booking

Any outstanding balance must be paid eight weeks before arrival for log cabin bookings and four weeks before arrival for camping or touring.

Failure to pay any outstanding balance within 7 days of the due date may result in your booking being cancelled and loss of your deposit.

If Alpine Grove Touring Park is forced to cancel your booking (for example due to forced closure as a result of the Coronavirus) we will make contact with customers directly.