



COVID19 guarantee conditions

Reservations made after November 1, 2020 with a stay in 2021 are covered under the COVID19 guarantee of Villa CONMIGO bed & breakfast. In the unlikely event that your stay cannot take place due to closed borders or other Government-imposed barriers related to the corona virus, which make travel impossible or illegal, we guarantee your (down) payment. A free rebooking of your stay is possible or we will provide you with a travel credit voucher with the value of the down payment or full accommodation sum.

1. THE GUARANTEE APPLIES TO:

- 1.1 COVID19 guarantee applies only to cancellations in case of Force Majeure caused by the corona virus. This concerns official government restrictions like closed borders (lock down), negative travel advice and mandatory quarantine on arrival or return of 5 days or more. Canceled flights, fear, doctors advice, illness, dismissal and own decision not to travel are not covered by the covid19 guarantee. A government-mandated PCR test (or equivalent) is not a reason for cancellation and is not covered by the COVID19 guarantee.
- 1.2 COVID19 guarantee applies to reservations for which the payment obligations have been fulfilled such as stated in the booking confirmation.
- 1.3 The COVID19 guarantee is linked to Force Majeure conditions. When check-in date is within the dates of Force Majeure, the COVID19 guarantee applies. This can vary by country, region or even locally. Premature cancellations (cancellations outside the dates of Force Majeure) are at your own expense.
- 1.4 Reservations and payments for green fees, attractions, activities and other services are excluded from the COVID19 guarantee. For this we refer to the conditions of our partners who offer the service.
- 1.5 For all cancellations that are not related to the the above Force Majeure conditions applied our general terms and condiotions and cancellation policy.
- 1.6 We recommend purchasing a good cancellation and travel insurance.

2. CHOOSE FOR A FREE REBOOKING

- 2.1 If your reservation is covered by the COVID19 guarantee, we will rebook it in consultation and free of charge to a later time of the year 2021 up to a maximum of 12 months from the original check-in date. Based on availability, both period and room type. Therefore, no claim can be made on / or a guarantee is given for a stay in the same room and / or length of stay.
- 2.2 The rebooking is done with the current rate for the new date and room type.
- 2.3 Reservations resulting from the COVID19 guarantee (rebooking or payment by travel credit voucher) have automatically a non-refundable rate. No refunds will be given in case of cancellation.
- 2.4 There is no refund in (cash) money.

3. CHOOSE FOR A TRAVEL CREDIT VOUCHER

- 3.1 If your reservation is covered by the COVID19 guarantee and a rebooking is not (yet) possible, we will give you a travel credit voucher for a new reservation to be made.
- 3.2 The value of the travel credit voucher is the deposit or full accommodation sum as stated in the booking confirmation and which has been received into our bank account.
- 3.3 The travel credit voucher is valid for new reservations for stays within 12 months after the original arrival date of the canceled stay. Based on availability, both period and room type. Therefore, no claim can be made on / or a guarantee is given for a stay in the same room and duration of stay.

- 3.4 The travel credit voucher can only be used with a direct reservation by mail or via our website, stating a voucher code that we send to you. The travel credit voucher is not valid for reservation made via booking.com or other booking websites.
- 3.5 The voucher is transferable to third parties.
- 3.6 The travel credit voucher is only exchangeable for accommodation and not for other services like: honesty-bar, food-service, massages, sauna, green fees or other service offered by Villa CONMIGO.
- 3.7 Reservations resulting from the COVID19 guarantee (rebooking or payment by travel credit voucher) have automatically a non-refundable rate. No refunds will be given in case of cancellation.
- 3.8 There is no refund for unused travel credit.
- 3.9 There is no refund in (cash) money.

For more information whether your reservation is covered by the COVID19 guarantee; hello@villaconmigo.com
The COVID19 guarantee conditions was last amended on November 1, 2020.

www.villaconmigo.com

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