



THE WOODLAND  
*presents*

## **Flexible Rebooking Policy at the Glade**

The Glade has had a period of respite, rejuvenation and growth and we are happy to be reopening our covid-secure venue for bookings from July 2020. We have implemented a flexible rebooking policy during the continuing coronavirus pandemic, so bookers will have security should their events be affected by any changes to the current COVID-19 regulations.

### **Cancellations and Flexible Rebooking Policy**

Our regular cancellation policy will apply to all bookings; however, we will be operating a Flexible Rebooking Policy during the coronavirus (COVID-19) pandemic.

### **Flexible Rebooking Policy at the Glade**

In the event of a booking cancellation, due to UK government guidance on coronavirus (COVID-19) restrictions, the customer will have the flexibility to move their booking to future available dates within 12 months of the start date of their hire 'flexible rebooking policy' with no additional charges. If the customer requests a rebooking that is only available at a higher price, the additional prevailing rate for those dates will be due. Once the rebooked dates are confirmed the customer will not be able to change these again, unless this booking is subsequently affected by COVID-19, and the regular cancellation policy will then reapply.

The flexible rebooking policy is only available for cancellations related directly to government changes to coronavirus (COVID-19) restrictions. Flexible rebooking is not available for cancellations related to weather, personal circumstances, or other reasons. In cases of unavoidable cancellations, please do contact us as soon as possible as we may be able to resell dates and thus reimburse customers.

[Get the latest NHS information and advice about coronavirus \(COVID-19\)](#)

Should you have any questions please contact me directly.

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