

## COVID-19: AN UPDATE TO OUR POLICIES

In light of the uncertainty we all face in our daily lives with the outbreak of COVID-19 (coronavirus), we are writing to you to keep you informed of our updated bookings and events cancellation policy and terms and conditions.

We fully understand that, during these unprecedented times, plans can easily and quickly change due to sudden government directives, changes to company policies, changes to individuals' circumstances, or travel restrictions - and so we'd like to offer you some peace-of-mind, should you need to cancel a meeting or event at a De Vere property.

De Vere is following the Government and Public Health England's advice and therefore the existing terms and conditions of events currently apply. However, we have updated our terms and conditions to allow for the advice changing from these bodies in the future. In these circumstances we will not apply a cancellation charge for any booking if the reason for cancellation of your event is a public health emergency, as declared by Public Health England, the Chief Medical Officer for England or any law or any action taken by the UK government or UK public authority, in each case that directly affects the operation of the event. The same terms and conditions apply to new bookings that cancel 30 days before arrival, as long as event is rebooked to arrive within 12 months of the original contract date of the event.

We will be following developments on a daily basis and, if any further adjustments need to be made to these terms, we will be sure to inform you of them. If you require any further information, please get in touch with a member of our team, who will be happy to assist.

We would also like to take this opportunity to thank you for your continued support.

COVID-19: company statement

# DE VERE

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You're receiving this email because you have recently made an meeting & events enquiry or booking with De Vere.

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