



Morrells Wood Farm

Leighton, Shrewsbury, Shropshire SY5 6RU
Telephone: 01952 510273 or 07866 402191

Coronavirus (Covid-19)

Guidance for our guests – updated 5th January 2021

Bookings for guests at holiday properties in England

Due to the national lockdown announced on 4th January 2021, holiday cottages in England will be closed until at least mid-February. We are contacting guests with affected bookings, prioritising the most imminent arrivals.

Deferral and cancellation requests for less immediate bookings

This is a very fast-moving situation and this guidance is updated continuously as new information is announced by the Government. The date bands set out above are reviewed in line with Government guidance.

If your booking is due to start after these dates and you suspect that your booking will be affected by the current guidance and therefore you would like to defer or cancel your booking and receive a refund less non-refundable booking fee, please email us with a brief explanation so we can look at your request.

Book with confidence

In the event of the following scenarios, you would have the option to defer your booking, receive a credit note or cancel your booking and receive a full refund:

- Government restrictions imposed on travel, including regional lockdowns or restrictions imposed on overseas visitors.

- Government restrictions imposed on travel to our area or any cross-border restrictions.
- The re-closure of holiday letting accommodation as a result of COVID-19.

Please note that if you are unable or unwilling to travel for any other reason, our normal cancellation terms would apply.

Should the restrictions extend above the dates specified above, we will contact you at that time to set out the options available to you.

Safer stays

We are complying with the national guidelines in relation to cleaning protocols which set out the extra measures to be taken. These have been carefully undertaken to help minimise the risk and protect the health and safety of guests, as well as the team involved in preparing the property.

This may mean a change to guest arrival and departure times to allow extra time for cleaning. It may also mean that some non-essential items are removed from the property to minimise touch points and reduce risk. Guests will also be asked to observe certain protocols during their time in the property and on departure. This is to protect the health and safety of all concerned and to continue to support and safeguard our local communities. Further information will be shared with you prior to arrival at the property and on arrival at the property.

What to do if you or a member of your party display symptoms of COVID-19 whilst on holiday

Please follow the government guidance as set out below.

England: <https://www.visitengland.com/planning-holiday-in-england>

It is imperative that you do not travel to our holiday properties if you or any of your party are displaying symptoms of COVID-19.