

Anderbury Hotel Group Booking Protection Guarantee Terms and Conditions

Coverage for unexpected events that disrupt travel plans, designed to give peace of mind and protect you in case you need to cancel or modify your hotel reservation due to unforeseen circumstances. You will be provided with a refund on any cancelled booking if you are unable to attend the booked event due to any of the circumstances set out in the below **Definitions**.

You/Your/Yourself – A person who has made a booking alone or as part of a group with us.

Doctor – A qualified medical practitioner registered with a recognised professional body.

Emergency Services – The Police, Fire and Rescue Service or Emergency Medical Services.

Group – Any number of people who have made a booking with us with Booking Refund Protection in the same transaction.

Illness – A physical or mental condition confirmed by a doctor that prevents you from attending the booked event.

Immediate family – Your husband, wife, partner, civil partner, parent, child, brother or sister.

Injury – A bodily injury confirmed by a doctor that prevents you from attending the booked event.

Public Transport Network – Any mode of public transport other than public hire taxis licensed for public use.

We/us/our – The hotel with whom you made the booking.

We will Refund the cost of your stay if you are unable to attend due to:

- Unexpected disruption of the public transport network you could not have reasonably known about before the date of arrival;
- An injury, or an illness affecting you or a member of your immediate family;
- Death happening to you or a member of your immediate family prior to 48hrs before the arrival date;
- The mechanical breakdown, accident, fire or theft en route of a private vehicle taking you to the booked hotel;
- Jury service which you were unaware of at the time of making the booking;
- Burglary or fire at your residence in the 48 hours immediately before arrival date that required attendance of emergency services;
- You being summoned to appear at court proceedings as a witness which you were unaware of at the time of making the booking;
- You being a member of the armed forces and being posted overseas unexpectedly;
- Adverse weather including snow, frost, fog, storm where Police or Government agency have issued warnings not to travel.
- You being relocated for work which you were unaware of at the time of booking or unexpectedly made compulsory redundant.

We will not provide a Refund where:

- You cannot provide a doctor's report for injury or illness;
- Your sole reason for not attending is due to another member of your group no longer being able to attend for any reason;
- You are unable to attend a booked stay because you are unable to obtain a visa to travel;
- The booked stay is postponed, amended or relocated to another hotel within our group;
- You decide not to, or cannot, attend a booked stay other than for a reason included within this Booking Protection Policy;
- You are prevented from travelling to a booked hotel due to disruption of the public transport network which is public knowledge prior to the booked event;
- You are being relocated temporarily for work by your employer at the time of booking or you have applied for relocation more than 100 miles from the booked hotel;
- In our reasonable opinion, you did not allow sufficient time to travel to a booked hotel;
- You carry out a criminal act which prevents you attending a booked hotel;
- You are prevented from travelling to a booked event due to an outbreak of a contagious disease and the Government or any agency acting on behalf of the Government has imposed a ban on travel then government advice will be followed on refunds/reimbursements;
- You make a false or fraudulent refund application or support a refund application by false or fraudulent document, device or statement;
- You submit your refund request 48hrs prior to 12pm on the arrival date of your stay. ** Unless the reason is due to travel on your way to the hotel*

We will not pay for travelling or associated expenses or any loss, including the hotel protection booking guarantee fee.

We will not pay any consequence of war, invasion, acts of foreign enemies, hostilities, rebellion, revolutions, insurrection, military power, riot, civil commotion, strikes, lockout, terrorism, malicious intent, vandalism, confiscation or nationalisation of or requisition or destruction of or damage to property by or under the order of any government or public or local authority.

We will not pay any costs you incur in submitting or providing evidence to support your refund application.

General Conditions

- a) Our booking protection is only applicable for individual reservations and is not available for group bookings.
- b) You must make all necessary arrangements to arrive at the hotel on the arrival date.
- c) You must not be aware of any material fact, matter or circumstance, at the time of booking which may give rise to a refund request.
- d) You must take all reasonable precautions to prevent or reduce any request for a refund.
- e) We will only refund you the cost of your prepaid booking with us, no associated costs will be considered

To Cancel or Request a New Date for a booked stay.

Please complete our [Refund Application Form](#) as soon as possible after becoming aware of circumstances that may lead you to request a refund, or amendment, 48hrs prior to 12pm on the arrival date of your stay. ** Unless the reason is due to travel on your way to the hotel.*

You must provide at your own expense the following within 30 days of registering your refund application:

- A Doctor's report where your refund request is for injury or illness or a death certificate where your refund request is for death;
- Official notice from transport service provider regarding a delay, cancellation, mechanical breakdown or accident;
- For breakdowns of private vehicles, a recovery service report, copy of garage repair bill
- The original jury invitation inviting you to be a juror;
- In the event of a burglary the police report with crime reference number;
- The original witness summons requesting you to appear in court;
- A copy of a valid visa permitting your travel to the booked event;
- Confirmation of relevant road closures from the Police or the relevant Government agency if due to an official weather warning being issued;
- Any reasonable additional evidence that we ask for