Coronavirus (Covid-19)

Last updated: 13th May 2020

On the 23rd March 2020, Prime Minister Boris Johnson issued an instruction for everyone to remain in their homes except for very limited purposes. Any customer due to depart for their holiday before 3rd July 2020 can amend their booking now. You are able to do this easily by emailing bookings@luxuryescapesbath.co.uk.

Please find a message from Luxury Escapes Bath here:

During these difficult times the safety of our people, our customers and our property owners is of paramount importance to us.

The situation is changing daily. We continue to follow guidance from the government, and we are keeping this page and our policies under constant review.

Find out more about the government's guidance here: https://www.gov.uk/coronavirus

If you are due to travel on or before 3rd July 2020, the easiest and quickest way to amend your booking is to send us an email with the dates you would like to move your booking to (all availability can be viewed on www.luxuryescapesbath.co.uk on the individual property pages). You will not be charged an amendment fee.

We are experiencing an unprecedented volume of enquiries, so please bear with us, we are working round the clock to respond to you as quickly as we can and are prioritising customers travelling prior to 31st May 2020.

If you are travelling before the 3rd of July 2020, please see here.

If you are travelling after the 3rd of July 2020, please see here.

If you booked via AirBnB, please see here.

FAQ's

If you are travelling on or from 13th May 2020 to on or before 3rd July 2020

1. I'm due to travel on or from 13th May 2020 to on or before 3rd July 2020 – what can I do?

If you are due to travel before 3rd July 2020 you can amend your booking. The easiest and quickest way to do this is to send us an email with the dates you would like to move your booking to (all availability can be viewed on www.luxuryescapesbath.co.uk on the individual property pages). You will not be charged an amendment fee.

In the event you select a new date that subsequently falls within extended government-imposed travel restrictions, again there will be no amendment fee to amend your booking to a more suitable date.

---

2. I'm trying to amend my travel dates, but my property isn't available – what can I do?

In the event a property is not available for the dates a customer wishes to amend their booking to, we are asking customers to email us directly to see what we can do to help.

Please email bookings@luxuryescapesbath.co.uk and we will do our best to help you. We are currently prioritising in order of date of departure, so please bear with us.

---

3. Have you put your prices up in order to profit from these circumstances?

No. A very small number of properties will have seen price increases but this is part of our business-as-usual process, not in response to the Coronavirus outbreak.

4. I'm amending my date of travel, but the price has increased / decreased – why?

Accommodation prices have always, and continue to be, seasonal. School holidays and bank holidays move annually, and this will also impact prices.

Some of our customers who are looking to amend their travel dates may find they are quoted more if they're booking when prices are higher because of the above. Others may find that their holiday is cheaper if travelling out of season.

Please ensure that when you are looking to amend your dates that you search for the same departure day. For example if you were due to travel on a Friday, please search for a Friday alternative to ensure that our system quotes you the correct price.

If you have booked a short break and are looking to move to a future departure date you may see an increase in price as the short break discount may not apply to that future week.

If you find that a price has increased beyond what you would ordinarily expect then please email us at bookings@luxuryescapesbath.co.uk.

If you find that your amended travel dates are cheaper, we will transfer the difference back to your bank account.

---

5. I've called / emailed / messaged on social media and haven't had a response – why?

We are working around the clock to deal with an unprecedented volume of enquiries and are currently prioritising in order of date of departure, so please bear with us.

If you are travelling on or after 3rd July 2020 or are considering making a new booking

1. Are you accepting new bookings?

We are not accepting any new bookings for travel on or before 3rd July 2020.

If a customer books a holiday with us departing after 3rd July 2020 and must subsequently amend their holiday date due to government-imposed travel restrictions, we will waive our usual amendment fees.

---

2. I am due to travel on or after 3rd July 2020 what happens if government-imposed travel restrictions are extended?

If government-imposed travel restrictions are extended and you must amend your holiday date, we will waive our usual amendment fees.

If you have booked through AirBnB

If you have booked with AirBnB you will need to contact them on **0203 318 1111** or **support@airbnb.com** to discuss your booking.