Coronavirus (Covid-19)

Last updated: 09/09/2020

Please find a message from Luxury Escapes Bath here:

If you are travelling BEFORE the 30th of October 2020 and wish to cancel or postpone your booking, please see here.

If you are travelling AFTER the 30th of October 2020 and wish to cancel or postpone your booking, please see here.

If you booked via AirBnB, please see here.

If you are travelling BEFORE the 30th of October 2020 and wish to cancel or postpone your booking, please see here

If you are unable to travel due to government guidance or legal restrictions that means the property is available, but your party make up is against the guidance or law and you decide you do not wish to travel, we will do our best to facilitate a transfer to a different date in the future, subject to the Property Owner's agreement.

Any changes to your booking may incur an administration charge which has reasonably been incurred due to the changes.

Amendment fees are £250 per booking and Cancellation of booking, where agreed by the Property Owner, will incur a charge of £400.

In the event you select a new date that subsequently falls within extended government-imposed travel restrictions/lockdown/amended laws, there will be a further amendment fee to amend your booking to another more suitable date.

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.

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.

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.

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.

If you are travelling AFTER the 30th of October 2020 and wish to cancel or postpone your booking, please see here.

If you are due to travel after 30th October and your booking was made, you will not be able to make changes to your booking unless the laws are extended to your arrival date. In that case, if you are unable to travel due to government guidance or restrictions that means the property is available, but your party make up is against the law and you decide you do not wish to travel or amend your group, we will do our best to facilitate a transfer to a different date in the future, subject to the Property Owner's agreement.

Any changes to your booking may incur an administration charge which has reasonably been incurred due to the changes.

Amendment fees are £250 per booking and Cancellation of booking, where agreed by the Property Owner, will incur a charge of £400.

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.