

## Cancellation policy Road Bear, El Monte, Mighty & Britz

Date: 19 December 2020

We are extending our policy to customers with travel currently booked with us for next year. **All customers who have booked travel for travel in 2021 may cancel free of charge for any reason, as long as this is requested prior to 31 January 2021.** With the uncertainty of travel at this time we hope this gives our mutual customers some additional confidence and flexibility, and that it will help prioritize availability for customers who do intend on travelling. To ensure we are able to prioritise availability for customers who will travel, **we continue to require notice of 30 days prior to intended travel date** in order to avoid any cancellation fees.

- We encourage all customers who wish to do so to rebook with us for future travel. Bookings may be made under current rates, with any applicable specials or early bird discounts applied. Should customers have an existing booking in the 2021-22 season, and make changes to their booking, the new season (2021/22) terms and conditions will apply.
- **Important: We require advanced notification of customers' intent to cancel at least 30 Days prior to the intended travel date, otherwise standard cancellation terms will apply. This means, for example, a customer set to pick up on 6th February 2021 would need to be cancelled on or before 7th January 2021 to cancel free of charge.**
- This replaces any previous cancellation fees / waivers that have been in place.

We continue to offer flexibility for future bookings or re-bookings where the customer is unable to travel due to a COVID-19 government travel restriction and we will continue to offer free cancellation up to 30 days prior to the intended pick up date.