

COVID-19 Flexible Rebooking Policy

Eden Rise is a covid-secure venue as part of the Network of Wellbeing Charity. We have implemented sensible safety measures to protect both our guests and staff members and remain happily open for bookings. To protect our customers even more, and due to the uncertain nature of the coronavirus pandemic, we have established a flexible rebooking policy. This will enable our customers to have peace of mind when booking with us and security for their reservations.

Cancellations and Flexible Rebooking Policy

Our regular cancellation policy will apply to all bookings; however, we will be operating a Flexible Rebooking Policy during the coronavirus (COVID-19) pandemic.

Flexible Rebooking Policy at Eden Rise

In the event of a booking cancellation, due to government guidance on coronavirus (COVID-19) restrictions, the customer will have the flexibility to move their booking to alternative available dates within 24 months of the start date of their hire (the 'flexible rebooking policy') with no additional charges. If the customer requests a rebooking that is only available at a higher price, the additional prevailing rate for that stay will be due. Once the rebooked dates are confirmed the customer will not be able to change these again, unless this booking is subsequently affected by COVID-19, and the regular cancellation policy will then reapply.

The flexible rebooking policy is only available for cancellations related directly to government changes to coronavirus (COVID-19) restrictions which may affect your residential booking at Eden Rise. Flexible rebooking is not available for cancellations related to weather, personal circumstances, or other reasons. In cases of unavoidable circumstances and cancellations, please do contact us as soon as possible so we can try and resell your dates.

[Get the latest NHS information and advice about coronavirus \(COVID-19\)](#)

Should you have any questions please contact me directly.

With warm wishes and thanks,

Sylvie Mohabir

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