Flexible Booking Policy (in response to COVID-19)

Updated 01/07/2020

Covid-19 has changed travel and tourism dramatically, leading to uncertainty for many.

We know that it's difficult to plan and book ahead when there is a potential risk that you may not be able to travel later, due to government advice or restrictions.

That's why we have introduced a new Flexible Booking Policy to enable you to make any new 2020 and 2021 booking with confidence.

If you make a new booking, or have a pre-existing booking, that will commence on any date in 2020 and up to and including 31st December 2021, we will allow you to either

- Request a refund
- Change your booking to alternative dates*

In either case, there is no forfeiture of deposit, booking payments or administration fee- so all monies paid will be entirely refundable or transferable** - if there is government advice against travel either in your home location or here in the Alicante and Valencia provinces of Spain.

How does it work?

*If you choose to move dates, we'll accommodate changes to any available date in 2020 or 2021 at the same price as your original booking on a like-for-like basis. If you decide to take a longer break or add services such that the new trip costs more, you can add to it, or if your new trip is of lesser value, you will be offered a refund for the difference.

Cancellation notice or change to alternative dates

We ask that any cancellations or changes are made in good time, and no later than 48 hours before arrival. In the event of uncertainly, please contact us and we will be here to discuss any implications with you and agree the best course of action.

**Please note that bookings cancelled or changed to alternative dates within 48 hours will be liable for third party costs incurred i.e. airport transfers (private minibus or coach hire not fulfilled by Escapar), housekeeping etc. We will do our best to minimise these costs and provide a full explanation of any costs incurred, which will be deducted from the refund or amount transferred to alternative dates.

Payment Terms

For extra peace of mind, we have also reduced the deposit amount from £100/€100 to £50/€50, and reduced the deadline for the final payment from 60 days to 7 days.

- £50/€50 fully refundable deposit per person is required to secure the booking
- The payment balance is due 7 days before the date of arrival

This flexible booking policy alters our standard Booking Terms & Conditions.

All other clauses not superseded by the updated Flexible Booking Policy are subject to our standard Terms & Conditions.

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