

To all our customers, group leaders and friends,

These are unprecedented times we find ourselves in. Here at NAYC/ACUK we really do value every guest & booking. When you visit us at Pioneer Centre, Whitemoor Lakes or Kings Park it's like greeting an old friend. We love the first timers too as there is nothing better than meeting new people. We are working hard to ensure we are still operating after this is all over and really appreciate your patience and understanding while we get through all of this.

Any group that has booked to stay at one of our centres from 21 March – 15 June can now move their visit at no cost to a future date in the calendar that works for both of us. We are asking that you try to make this future booking within the next 12 months, but if that's not possible don't worry, I'm sure we can work something out.

Groups that are booked after 15 June are still booked in (unless **you** have cancelled). We will extend the offer to re-schedule your dates week by week as we progress through this situation until 'normal life' resumes.

In addition to this offer we have temporarily amended our terms and conditions (see below) so you don't have to make a decision right now.

For any cancellations, reductions & increase in numbers to bookings that fall between 15th June and 08 July 2020:

- a) *Cancellation of the entire booking or a reduction in numbers made within two (2) weeks of the start date will be charged 50% of the original fee per place cancelled*
- b) *For full-site bookings the number of weeks indicated above will each be increased by a period of one week*
- c) *Please note that a cancellation is only effective on the date received in writing. This can be via email and the date the email is time stamped as being sent will be taken as the effective from date*
- d) *Any increase in numbers must be confirmed in writing*
- e)

We don't want the corona virus to end our relationship and we want to continue sharing many more exciting adventures together. None of us can predict how long this will last but we are sure it will end at some point. When it does, we want to be ready to greet you once again. Our thoughts and prayers are with you.

Thank you for your continued support,

From all your friends at Pioneer Centre, Whitemoor Lakes and Kings Park.