



Coronavirus (Covid-19) Update

Last updated: 19th March 2020

We recognise and appreciate the increased uncertainty that coronavirus (Covid-19) may be causing our customers. The situation is changing daily and we will continue to follow guidance from the Foreign & Commonwealth Office (FCO) and The Department for Health and Social Care.

In light of the current situation we will do everything we can to assist you with your upcoming holiday.

FAQ's

How can I be sure the apartment/cottage I am due to visit has been cleaned appropriately?

We have advised all our owners to review the NHS guidelines on how to prevent the spread of germs and to remain up to date with guidance given by The Department for Health and Social Care.

<https://www.nhs.uk/live-well/healthy-body/how-to-prevent-germs-from-spreading/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

We recommend that you pack essential items such as toilet rolls and nappies in the event such items become short in supply.

Will I receive a refund if I want to cancel my holiday?

The Lakeland Village are continuously monitoring the situation regarding Coronavirus and it is important to us that we offer support and reassurance to our customers during this time.

At the moment the FCO **hasn't** issued any warnings against travel within the UK and we are not currently offering refunds.

Will I receive a refund if I need to self isolate and I am due to go on holiday?

If you have travel insurance, please speak to your insurance provider. If you do not have travel insurance and have paid your management fees for 2020 we will be able to offer you a change of date subject to availability. Alternatively you can bank your Week(s), again providing your fees have been paid with either Interval International or Dial an Exchange.