

Cotswold Country Park and beach Covid Refund Policy



Covid Refund Policy

This refund policy together with our terms and conditions and all documentation apply to all ticketing at Cotswold Country Park and Beach. Planning solutions limited manage the site on behalf of the Cotswold Lakes Trust (formerly Cotswold Water Park Trust). This refund policy applies to instances where Government guidelines change or a member of the customer's party is affected by Covid-19 and cannot make their booking.

Definitions and Interpretation

Park	Means Cotswold Country Park and Beach, Spratsgate Lane, Shorncliffe, Nr Cirencester, GL7 6DF operated by Planning Solutions Limited.
Entry Conditions	Means the conditions of entry onto site and any of its activities, and the rules and regulations that must be adhered to at all times
We/Us/Our	Planning Solutions Limited whose head office is at 9 Leigh Road, Havant, Hampshire, PO9 2ES and Cotswold Country Park and Beach facility which includes all employees and agents acting for us
Customer/You/Your	Means an individual who is a customer of ours who agrees to pay both for him/herself as a paying guest of Cotswold Country Park and Beach and also for members of his/her party and any of his/her guests
Order	Means your order to purchase an entry ticket to Cotswold Country Park and Beach and its activities whether online, via telephone or in person
Our Website	www.cotswoldcountryparkandbeach.com

Customers are reminded that activities are potentially hazardous and partaking in these activities is at the Customers own risk. All participants must adhere to the safety briefings and instructions provided at all times.

Whilst we make all reasonable efforts to ensure that the descriptions of the activities and facilities are correct, reasonable and accurate, images and video footage of the park are for illustrative purposes only. By proceeding with this booking, you confirm you're not relying on any representations made.

All pre-booked tickets (whether made via online or telephone) are non-refundable and non-transferable outside a 10 day notice period from ticket date. In the event that admission into park is refused or relinquished for any reason no refund or transfer will be provided. In the event you have booked activities without booking admission or in the event you have not booked additional admission for extra vehicles for AquaVenture or BBQs there will be no refund or transfer offered for your booking.

If you have booked and a member of your party contracts Covid, all pre-booked tickets are non-refundable but can be transferable or credited if given a 7 day notice period.

In the event that Government Guidelines change and the park is forced to close please contact us within 60days of your ticket date in order to receive a credit or exchange for alternative date within a year of your ticket purchase. Tickets are non-refundable.

Changes to Terms and Conditions and Refund Policy

We may from time to time change these Terms and Conditions without giving You notice, but We will use Our reasonable endeavors to inform You as soon as is reasonably possible of any such change.

Complaints

We always welcome feedback from our customers and whilst we always use all reasonable endeavours to ensure that your experience as a customer of ours is a positive one, we nevertheless want to hear from you if you have any cause for complaint. If you have any complaint about the park or any of our staff or our wider facility at Cotswold Country Park and Beach, please raise the matter with the General Manager who can be contacted at

Cotswold Country Park and beach Covid Refund Policy

info@cotswoldcountryparkandbeach.com

Planning Solutions Limited

Operators of

Cotswold Country Park and Beach, Shorncote, Nr Cirencester, GL7 6DF

Company Number 313503