



Haulfryn

The hallmark of quality

Haulfryn Group COVID-19 Frequently Asked Questions

The Haulfryn Group continues to put measures in place to help ensure the safety of owners, holidaymakers, local communities and our staff. Below you will find answers to **Frequently Asked Questions**. If your question is not answered below, please use the contact form at the bottom of this page and we will reply to your query as soon as possible.

We are constantly looking to statutory bodies such as the Government and local authorities for guidance and our policies are regularly reviewed. We will update this page with the latest information to ensure it remains consistent with the latest advice.

This page was last updated: **January 2021**

ARE YOUR PARKS CLOSED AS A RESULT OF THE LATEST GOVERNMENT GUIDANCE?

As a result of the latest national lockdown put in place by government, The Haulfryn Group has closed all parks and most of their associated facilities and amenities located across England and Wales.

I'M DUE TO HOLIDAY WITH YOU IN THE COMING WEEKS, CAN I STILL COME?

Due to the most recent national lockdown, all holidays have regrettably been cancelled until at least the end of February. We apologise for any inconvenience and a full refund will be issued to you.

I OWN A HOLIDAY HOME ON ONE OF YOUR PARKS, AM I ABLE TO COME AND STAY?

In-line with government guidance, a stay-at-home order is currently in place. During this period, you are not permitted to visit or stay at your holiday home.

ARE YOUR LEISURE FACILITIES SUCH AS GYMS AND SPAS STILL OPEN?

Regrettably all park facilities remain closed until further notice.

CAN I RENT OUT MY HOLIDAY HOME AT THIS TIME?

In-line with government guidelines, in England you are not permitted to welcome holiday bookings currently.

I HAVEN'T BEEN ABLE TO ACCESS MY HOLIDAY HOME. AM I ELIGIBLE FOR A REFUND?

Currently there remain to be a lot of uncertainties regarding COVID-19. As it stands, we do not know how recent and ongoing restrictions are going to further develop. We hope that the Government will soon be able to clarify what the coming months look like and what that could mean for us as a business.

Please bear with us during this turbulent period, we will update you when the situation becomes clearer.

WHEN CAN I START BOOKING HOLIDAYS?

Holidays can be booked from the beginning of March onward, however it may be necessary to cancel your booking dependant on government announcements and guidelines.





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WHO CAN I SPEAK TO IF I AM CONCERNED ABOUT THE HEALTH AND WELLBEING OF SOMEBODY ON MY RESIDENTIAL PARK?

If you are concerned about someone on the site, please contact the reception team on your park.

WHO CAN I SPEAK TO, TO REPORT ANYONE SEEN BREAKING SOCIAL DISTANCING OR OTHER COVID-19 RELATED RULES?

If you have any concerns, please contact the reception team on your park.

HOW CAN I VIEW CURRENT HOLIDAY HOMES FOR SALE?

Our sales offices in England are open. We have various ways of viewing homes for sale, whilst adhering to Government guidelines. Please contact the team to arrange a viewing most convenient for your needs.

You can also view our current holiday homes for sale on our website at:

<https://www.haulfrynholidayhomes.co.uk/homes-for-sale>