

Coronavirus Update – House of Daniel Thwaites

We have had no reported cases of Coronavirus (COVID-19) and, with the safety of our guests and employees as our top priority, we are doing everything to ensure that our guests have a safe stay.

We have put measures in place, including:

- Substantial increase in our cleaning regime in public areas
- Alcohol-based hand sanitisers are available at reception
- Posters with important information for guests are up and visible in the hotels and inns
- A reactive deep clean procedure is in place if needed

Please be assured we are closely monitoring the situation and taking advice from Public Health England as the situation develops. We will continue this action and make any further steps as advised. Once again, the safety and health of our guests and teams are paramount.

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Accommodation Booking & Cancellation Policy (16th March – 30th April 2020)

Any Advance Purchase (non-refundable) reservations with an arrival date up to and including April 30th 2020, can be cancelled up to 24hrs in advance of your scheduled arrival date, without charge.

This means you may cancel or transfer your reservation up to 11.59 pm local time the day before your scheduled date of arrival, without charge.

If you are unsure about your travel arrangements, or thinking of visiting us after the 30th April, why not opt for our fully flexible options, which allow you to cancel up to 10 am on the scheduled day of arrival?

If you are concerned about your booking, or would like some reassurances about our policies, please do not hesitate to contact us.

Meetings & Events

We will continue to work with our customers on a case-by-case basis to offer reasonable alternatives in light of the current Coronavirus travel concerns.

Wherever possible, our hotels will support meetings, events and group bookings, by rescheduling with alternative dates in the future (subject to availability).

If you are interested in making a group booking with us, please contact your preferred hotel to discuss the flexible booking options available.

We will continue to monitor and review our cancellation policies; be assured that we are following all the latest guidance from the Chief Medical Officer. Details of our cancellation policy can be found below. If you require any further information please contact the hotel.