

Holiday Cottages

Our Holiday Cottages will be closing with immediate effect, until further notice. The situation will be monitored regularly and updated on our website. We are no longer taking any new bookings for holidays before 1st September 2020.

Keeping you and your family safe and well is, and always will be, our first priority.

Due to the ongoing circumstances we have suspended our cancellation policy terms, which are designed for use during normal business operations; we are unable to offer refunds. We would suggest that you contact your travel insurance provider. If you have paid in full, or have paid a deposit then this money can be used at any time in the future once we reopen. When you are rebooking please email us quoting your booking reference number from your original confirmation and we will ensure the money paid will be credited to your future booking. Where bookings are transferred to 2021 we aim to hold our 2020 prices for you.

Campsite and Yurts:

The campsite was due to open Friday 15th May. Following the latest government advice we do not expect to open until mid- June (dates to be confirmed) If you have a booking for either the yurts or the campsite between Friday 15th May and the middle of June please note we have suspended our cancellation policy terms which are designed for use during normal business operations; we are unable to offer refunds. (We would suggest that you contact your travel insurance provider). If you have paid in full, or have paid a deposit then this money can be used at any time in the future once we open. When you are rebooking please email us quoting your booking reference number from your original confirmation and we will ensure the money paid will be credited to your future booking. Where bookings are transferred to 2021 we aim to hold our 2020 prices for you. (Please note, if we do not hear from you to make booking amendments before 1st September 2020 we will be unable to transfer any payments already made).

We are sorry for any inconvenience caused to you and your families, and would like to take this opportunity to thank you for your understanding and continued loyalty.

We thank you for your co-operation. We wish you all well and look forward to welcoming you back to Caerfai in the future.