



The Green
South Winchester Lodges
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Booking Amendment Request Form

Please read the criteria on page two before completing this form.

Booking Reference	
What is the lead name on your booking?	
What is the postcode of the lead booker?	
What date are you due to arrive?	
Please tell us the reason why you are requesting a credit or cancellation?	
If you are requesting a transfer of your booking please tell us the dates you wish to move your booking to	

Please email this form to bookings@southwinchesterlodges.co.uk

We are only able to accept booking amendment requests within 48 hours of entering a new tier which may now affect your booking with us.

Bookings via a third party-

Please note that if you have made a booking via a third party such as Airbnb, HomeAway, Booking.com etc then the above information may not be relevant to you. You will need to consult with your booking agent regarding their cancellation policy and procedures for a refund or booking amendment.

What if I or one of my party tests positive with COVID-19?

If you are unable to travel to us due to you or a member of your party testing positive for COVID-19 then we can offer the following options once we are provided with proof of a positive test result.

1-7 days before arrival-

1. Transfer your booking to another friend or family member free of charge
2. Resell your booking- we will attempt to resell your dates and offer credit or a refund on whatever value we can recoup on your behalf with no administration charge.

8 - 30 days before arrival

1. Transfer your booking to another friend or family member free of charge
2. Receive credit for your booking to use against another booking with us in the future when you are all fit and well.

30+ days before arrival

1. Transfer your booking to another friend or family member free of charge
2. Receive credit for your booking to use against another booking with us in the future when you are all fit and well.
3. If you are wishing to cancel more than 30 days before arrival you may do this and receive a full refund

How does the Government's Tier system affect my booking?

Please note that the information below is only applicable to the postcode of the **lead name on your booking.**

In these challenging times as a small, family business we are trying our best to accommodate guests constantly changing circumstance. However, the responsibility does fall with you the guest to inform us with as much possible notice to enable us to offer you the additional options below. In order to assist you **we must be informed within 48 hours of you entering a different tier system that may now affect your booking.**

Tier 1

We look forward to welcoming you! Please ensure you follow the latest government advise before and during your stay with us. Our normal terms and conditions apply

Tier 2

We look forward to welcoming you and your family members to stay. Please ensure you follow the latest government advise before and during your stay with us. Our normal terms and conditions apply

If you live in an area with Tier 2 restrictions and have a lodge booked with multiple households, please see your options below: -

1-7 days before arrival-

1. Invite members of the same household only or transfer your booking to another friend or family member free of charge
2. Resell your booking- we will attempt to resell your dates and offer credit on whatever value we can recoup on your behalf with no administration charge.

8 - 30 days before arrival

1. Invite members of the same household only or transfer your booking to another friend or family member free of charge
2. Resell your booking- we will attempt to resell your dates and offer credit on whatever value we can recoup on your behalf with no administration charge.
3. Receive credit for your booking to use against another booking with us in the future.

30+ days before arrival

1. Invite members of the same household only or transfer your booking to another friend or family member free of charge
2. Receive credit for your booking to use against another booking with us in the future
3. If you are wishing to cancel more than 30 days before arrival you may do this and receive a full refund

Tier 3

Applicable if your registered postcode used when booking is from an area within tier 3 restrictions. Please refer to the government postcode checker for further advice on your specific area.

1-7 days before arrival- (unless your area has been placed in tier 3 restrictions within the week of your travel, then a credit note, will be issued)

1. Transfer your booking to another friend or family member free of charge
2. Resell your booking- we will attempt to resell your dates and offer credit on whatever value we can recoup on your behalf with no administration charge.

8- 30 days before arrival -

1. Transfer your booking to another friend or family member free of charge
2. Receive credit for your booking to use against another booking with us in the future

If you are wishing to cancel more than 30 days before arrival you may do this and receive a full refund

If your booking has been affected by any of the above and you wish to request an amendment to your booking. Please fill in this form and return it to us. Please note we are only able to offer booking amendments if we are informed of a change in your tier travel restrictions more than 48hours of you entering the new tier.