

CANCELLATION INSURANCE COVER



To protect yourself in the event of having to cancel your visit to us, you can now take out insurance to cover the cost of your booking, with this specially designed product.

All payments made at booking stage are covered in the event of illness, accident or emergency for you personally, or one of your family members*. It also covers you for Jury Service, or if you are a witness in a court of law.

You are covered from as little as £10 per person for a spa day. It should be purchased by each individual within your party.

Bookings made without this insurance cannot be amended, cancelled or refunded, except in line with our cancellation policy. This can be found in our terms and conditions at <https://www.edenspa.co.uk/terms-and-conditions>

The key details of your insurance:

- If you cancel more than 7 days before arrival, you receive a full refund (excluding the cost of the insurance) of your booking. All cancellations must be made in writing to the Central Reservations Office at Hoar Cross Hall along with relevant supporting evidence (e.g. Drs note) by post or email to reservations@baronsedengroup.com
- If you cancel less than 7 days before arrival, you can make one date change free of charge, subject to availability and possible increased costs, as rates can fluctuate. Any further date changes made will be subject to an administration charge.
- For any payment made by voucher, you will receive an identical replacement voucher, which must be used by the original expiry date.

*Our cancellation insurance covers:

Serious accident, illness or death to you or close relatives (not pre-existing).

A serious incident happens at your home such as fire or flood within 14 days of your arrival date or during your visit.

A burglary occurs at your home or the home within 7 days of your arrival date or during your visit.

Cancellation cover can be added to any reservation made but must be purchased at the time of booking. For more information, please speak to our Reservations Team.