

## **Corona Virus Update - Re-arranged UK Holidays - May-June 2020**

Firstly, thanks to all of our customers who have been really understanding to the position we find ourselves in and have thanked us for all our efforts to find a solution, it has been heart warming to receive such thanks at such a difficult time for us all. We will continue to endeavour to do our best for our customers in looking for a replacement or comparable holidays for you.

Following the Government's announcement last Friday where pubs, restaurants, cafes and indeed all public places have been forced to close, one by one the hotels have advised us that they are now closed and they do not expect to be open during May or June.

As a result, we sadly have to inform our guests that the holidays in May until 20th June are no longer permitted to take place. We know some of you will be in the "at-risk" category for one reason or another and we are keen for you to be reassured that we are doing all we can to ensure we can provide a holiday where possible at a time and a place free from risk for everyone but especially those of you at-risk.

However, we are pleased to say that we have been able to arrange replacement or comparable holidays at all those destinations that are affected including Exmoor National Park, Wells, Somerset, The Wye Valley, Cumbria & The Southern Lakes and of course Chichester as previously advised.

Further announcements will be made in relation to holidays after the 20th June in due course as the situation develops but we need to focus on these holidays first.

### **Contingency Plans for May-June Painting Holidays as a result of ever increasing restrictions imposed by the Government where most public places have shutdown**

As part of these plans for different eventualities we have wanted to ensure primarily the safety but also the comfort and enjoyment of all our guests on holiday and people we work with during this difficult time. As we said in our previous email, if holidays should not be permitted to run we plan to add additional holidays later in the year that are a replacement or a close match, around Sept/Oct so that you can still enjoy a holiday with us this year.

If the hotel is still in lockdown at the time of the new date proposed then we will review the situation again and update you accordingly.

Please see below for revised dates which we have organised by Holiday Destination for ease of comparison and we show the original holiday and the new holidays together. We highly recommend that you move as soon as possible because the Chichester holiday has virtually filled up already, so dont delay, please see over the page.

## **Revised Plans for April/May/June Painting Holidays**

### **Chichester Harbour**

**Paul Weaver - 6th-10th Sept 2020 (arrival 6th), moved from April/May**

**Wells, Somerset**

**Shelagh Ashley - 15th-19th Nov 2020 (arrival 15th), moved from 31st May,**

which will include sketchbook work outdoors and painting indoors. If you are interested then please email us. It will be published on our web site shortly.

### **Exmoor National Park**

**Simply, Sketch & Paint**

**21st-27th August 2020 (arrival 21st), moved from 26th May.**

Those on the Sketching & Walking holiday might like to consider this one but this is the one with no tutor or wait for other holidays to be released later, should others be moved.

### **The Wye Valley**

**Paul Talbot-Greaves**

**25th-29th Oct 2020 (arrival 25th), moved from 7th June**

**Carol Kibble - 9th-12th Nov 2020 (arrival 9th), moved from 10th May**

Please note that we can transfer your entire balance across to any holiday later this year. Please confirm by email that you want to transfer. We will give priority to those on a comparative holiday but we can no longer hold this for a period of time because many people are asking what they can book instead.

If you had extra nights booked we cannot guarantee that these will remain available but please advise us whether you require them or not. Similarly, if you will now want extra nights please also let us know. Where possible please confirm your position via email as we are currently rushed off our feet making plans and dealing with enquiries, as we have been since the beginning of the month.

### **If you have paid a deposit for your holiday but not yet paid the final balance**

If you are on a holiday this year and haven't paid your final balance we are relaxing the payment terms from 90 days to 60 days before the start of the holiday, to give more time for us to notify you of the anticipated position. This also applies to any re-arranged holiday. However, please keep an eye on emails like this one as the situation develops.

**As you are aware this is an ever changing situation** that is becoming increasingly more difficult for us to plan for so please bear with us and if you are able to be flexible that will also help but we will endeavour to adapt to the changing circumstances as best as possible.

If you have concerns please contact us by email in the first instance, and not by phone and we will answer as soon as we can. We have received a number of emails and please don't be concerned if we don't answer immediately, we are dealing with everyone's bookings but we have a lot of queries to deal with. We hope to respond within 2-3 days but no more than 5 working days.