



25<sup>th</sup> March 2020.

Dear Valued Customer,

**CORONAVIRUS (COVID-19) – UPDATE FOR HOLIDAYMAKERS**  
Static & Touring Holidays

We hope you are keeping well and send you our very best wishes during what are undoubtedly very testing times.

As of Monday 23<sup>rd</sup> March 2020, the Government has told us that we must close the park and remain closed until further notice. The Government is due to review this in three weeks time.

As a result of this announcement we are writing to confirm the position regarding existing bookings, be they in 'Static' or 'Touring' caravans.

We are dealing with bookings in date order.

**Anyone whose booking has an arrival date between now and 30<sup>th</sup> April 2020 will be contacted by us in the near future.** If you have a booking which falls within this date range and wish to ring us then please do so but be aware that call traffic will be heavy and the lines may be engaged.

**If your booking is scheduled to begin after 30<sup>th</sup> April please do not call us now** - we will be in touch in due course.

We are currently transferring existing bookings to alternative dates between now and 30<sup>th</sup> April 2021, subject to availability, and so avoiding the need for cancellation.

2020 prices are being held for 2021 for 'like-for-like' bookings and there is no administration charge to change the dates.

Should you wish, you can opt for dates that fall into a higher priced period but you will need to pay the difference in charges. If you move to a date that is a lower price than the existing, then we will issue you with equivalent value 'spending vouchers' that can be used during your stay at the park.

Remember, if you have only paid a deposit then you will have nothing further to pay until your balance is due, 21 days prior to your new arrival date.

Please see below for details of forthcoming festivals.

**Festivals**

The following 'Festival dates have been affected as follows:

**Northern Soul 27<sup>th</sup> to 29<sup>th</sup> March 2020**

The organisers have postponed this event to the weekend 2<sup>nd</sup> to 4<sup>th</sup> October 2020. Most bookings have now been transferred to this event and tickets will be valid for the new date. Thank you for your assistance and understanding with this which has made our job a lot easier! If you are one of the few still to arrange this, please contact us.

**Rock'n'Roll Festival 17<sup>th</sup> to 19<sup>th</sup> April 2020**

This event has been postponed by the organisers to 16<sup>th</sup> to 18<sup>th</sup> April 2021. However, if you wish to transfer to the September event (18<sup>th</sup> to 20<sup>th</sup> September 2020) then you are able to do this if you would prefer. We will contact you in due course, if you do know which event you would prefer to transfer to then please contact us.

If you have purchased tickets for this event, please return these to us with your details and advise which event you would prefer to attend. We will forward you amended tickets in due course.

**Springtime 60's Festival 24<sup>th</sup> to 26<sup>th</sup> April 2020**

This event has been postponed to 23<sup>rd</sup> to 25<sup>th</sup> April 2021. However, if you wish to transfer to the October event (30<sup>th</sup> October to 1<sup>st</sup> November 2020) then you are able to do this if you would prefer. We will contact you in due course, alternatively if you do know which event you would prefer to transfer to then please contact us.

If you have purchased tickets for this event, please return these to us with your details and advise which event you would prefer to attend. We will forward you amended tickets in due course.

**1980 Decades Weekend 2<sup>nd</sup> to 4<sup>th</sup> October 2020**

This event has been postponed to 23<sup>rd</sup> to 26<sup>th</sup> October 2020. All tickets will be transferred to the new date, we will be contacting you about bookings in due course.

As you will know, the current national emergency has stipulations that change on a daily basis. As we become aware of further changes we will make you aware as soon as we are able and will be in touch with those affected.

Currently we are not accepting any new bookings before 4<sup>th</sup> June 2020.

We do appreciate the good wishes from many of our repeat and new customers and we do hope that we can welcome you back sooner rather than later.

Our staff have been working tirelessly to help customers over the last week or more, and we are grateful to all whom we have helped so far for their positive approach and great feedback – it makes such a difference and is a real boost.

Finally, we would ask that you please be patient with us - this is a massive task and due to Government restrictions we are currently working with a skeleton staff.

Stay safe and well!

Sincerely,

All The Team At The Richmond Holiday Centre.