

# The St Marys Guarantee

We hope that everyone is looking forward to our reopen as much as we are. We cannot wait until we can welcome you back through our doors once again however we also understand that some of you may have some concerns about booking a holiday and so we want to give you as much peace of mind as possible. Therefore, we are launching the St Marys Guarantee so that you can book with comfort and confidence.

## ⇒ **Ultimate Cleanliness**

We have always viewed cleanliness and hygiene at 10 St Marys with the utmost importance and you can rest assured this will still be our top priority. Extra cleanliness checks will be undertaken by management prior to your stay to ensure that nothing is missed. We will be removing high touch non-essential items such as magazines, pens etc and our staff will undergo refresher training in hygiene before we reopen. Social distancing measures will also be in force during the key handover.

## ⇒ **Free Cancellations Or Date Alterations**

All reservations between July 10<sup>th</sup> 2020 and July 10<sup>th</sup> 2021 will be eligible for free cancellation or can be moved to an alternative date for any Covid-19 related issues. (Please note if the date is altered and the new date is more expensive, the guest must pay the difference in cost).

## ⇒ **Best Rate For Booking Direct**

We always offer our very best rate when you book direct with us, either online or on the phone. In the unlikely event you do find a cheaper rate when browsing our partner sites, we will automatically match that price and offer you a complimentary bottle of champagne as an upgrade. To receive the above, simply screenshot\* the online travel agent's page and email to [info@tiercel-leisure.com](mailto:info@tiercel-leisure.com) for verification.

What to do if you find a cheaper rate after booking with us?

If you find a cheaper rate on an online travel agent site within 24 hours of receiving your booking confirmation from ourselves then as above, screenshot\* the online travel agent's page and send to [info@tiercel-leisure.com](mailto:info@tiercel-leisure.com) for verification.

\*Screenshot must include:

- Property name (10 St Marys)
- Website operator (ie Cottages.com)
- Start and end dates of your stay
- Price and terms & conditions of the booking
- It must be available to be booked on the dates requested

With Warmest Regards, Mike Stainsby (Owner)