



UAL Summer Stays Book with Confidence

We understand that given the current climate, you may be hesitant to book accommodation for the summer period.

We wanted to assure all of our guests that we will be relaxing our cancellation policy for summer 2021. We have always offered our guests the opportunity to cancel their booking 10 days before their stay. **However, you will be able to cancel up to 48 hours before your stay if you are unable to travel as a result of COVID-19.**

We will consider the following as suitable reasons for cancelling:

- You or someone you are close contact with has symptoms
- You have tested positive with COVID-19
- Someone you are in close contact with has tested positive for COVID-19
- The UK government has put restrictions in place that will affect your travel plans
- Your home county or current destination has put restrictions in place that will affect your travel plans.

Guest safety

UAL Accommodation Services have been successfully implementing measures in each of their halls since March 2020, and continue to adapt these according to government guidelines. They are experts in health and safety and have done everything possible to ensure guests will be safe and well looked after during their stay.

These additional measures include:

- Additional cleaning in communal areas (including touch points)
- Signage throughout halls and one-way systems
- Maximum persons limit in lifts and common areas
- Bookable common rooms
- Hand-sanitiser stations throughout

If you have to self-isolate after travel we can provide:

- A food delivery service to your door
- Packages brought to your room