



22 April 2020

To all our customers, group leaders and friends,

These are unprecedented times we find ourselves in. Here at NAYC/ACUK we really do value every guest & booking. When you visit us at Pioneer Centre, Whitemoor Lakes or King's Park it's like greeting an old friend. We love the first timers too as there is nothing better than meeting new people. We are working hard to ensure we are still operating after this is all over and really appreciate your patience and understanding while we get through all of this.

Any group that is booked to stay at one of our centres from the **20<sup>th</sup> March until 30<sup>th</sup> June 2020** can now move their visit at no cost, to a future date in the calendar that works for both of us. We are asking that you try to make this future booking within the next 12 months, but if that's not possible don't worry, I'm sure we can work something out.

In addition to this offer we have temporarily amended our terms and conditions so you don't have to make a decision right now if you are attending in July as you will not incur additional cancellation charges (i.e. 8 weeks 75% or 6 weeks 100%) up until two weeks prior to your booking. We hope this will give additional flexibility to see if your booking is still viable closer to the event.

Terms and Conditions remain unchanged for groups from August 2020 onwards. This will be revisited as guidance and closures change.

We don't want the corona virus to end our relationship and we want to continue sharing many more exciting adventures together. None of us can predict how long this will last but we are sure it will end at some point. When it does, we want to be ready to greet you once again. Our thoughts and prayers are with you.

Thank you for your continued support.

From all your friends at Pioneer Centre, Whitemoor Lakes and Kings Park.