



Book with confidence – Covid 19 guarantee

COVID guarantee

We understand that in these times of uncertainty it is difficult to plan. Our book with confidence guarantee provides reassurance so that you can make a booking, safe in the knowledge that if COVID-19 results in the temporary closure of our visitor centre and/or canal or you're unable to travel due to government advice or COVID-19 sickness, within 14 days prior of your booking, you'll be able to transfer your booking to a future date, or receive a full refund.

Booking guarantee Ts and Cs

This guarantee is applied to all bookings:

In the event that you're unable to go ahead with your visit due to:

- The Canal Centre activity or Canal is temporarily closed due to COVID-19 you will receive a full refund
- Sickness and/or isolation due to COVID-19.
- UK government restrictions on travel due to COVID-19.

We guarantee that, within 14 days prior to your visit date, you can either:

- Transfer your booking to new dates (subject to availability).
- Cancel your booking and receive a full refund.
- The guarantee can be activated within 14 days prior to the start date of the visit.

This guarantee only applies to cancellations or alterations affected by COVID-19. Other cancellation reasons are subject to standard booking terms and conditions. If you choose to amend your booking to different dates, should your new booking be cheaper the difference would be refunded to you. Should your booking be more expensive, you will need to pay the difference.