

Book with Confidence COVID-19 Guarantee



We guarantee that if your plans need to change due to a direct result of Scottish Government restrictions related to Coronavirus, you can either:

- **Transfer your booking to a new date (subject to availability)**
- **Cancel your booking and receive a full refund**

We understand that in these times of uncertainty it is difficult to plan for future events and residentials at our centres. Our Book with Confidence Guarantee provides reassurance so that you can book your event, safe in the knowledge that if COVID-19 results in the temporary closure of our centres, or you're unable to travel due to Scottish Government advice or COVID-19 sickness, within 21 days of your trip date, you'll be able to transfer your visit to a future date, or receive a full refund.

Booking Guarantee Terms and Conditions

This guarantee is automatically applied to all new bookings.

In the event that your entire group is unable to go ahead with your visit due to:

- A direct result of Scottish Government restrictions related to Coronavirus
- The SU Scotland centre that you have booked is temporarily closed due to COVID-19

We guarantee that, within 21 days of your trip 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 21 days prior to the start date of the trip.

This guarantee only applies to cancellations or alterations affected by COVID-19 and cancellation must be made in writing in advance of your arrival date. 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 than your existing booking, you can choose to use the difference as part payment for a future booking or have it refunded. Should your booking be more expensive, you will need to pay the difference.