

# TREGARTHEN'S

HOTEL RESTAURANT COTTAGES

## ANNOUNCEMENT REGARDING THE CORONAVIRUS SITUATION

The current situation regarding travel is :

- The UK Government is advising against all unnecessary travel. Travel for tourism and recreational purposes is not deemed by the Government as being essential and everyone is asked to remain in their primary residence.
- In the latest "lockdown" measures the Government has told all hotels to close for commercial use, only being allowed to open should they be housing key workers.
- The Council of the Isles of Scilly is stating that ***“Government advice to avoid all but essential travel, the likely pressure on public services, and the lack of facilities for visitors, we ask that anyone planning a holiday trip to Scilly defers their visit. Please plan to come later in the year when we hope the situation will have eased and we can provide a warm Scillonian welcome. It is our view that a holiday is not essential travel.”***
- The Isles of Scilly Steamship Company have suspended all sailings of The Scillonian from Penzance.
- All Skybus flights from Newquay and Exeter are suspended with immediate effect, only running a limited service of flights from Land's End for essential travel by key workers.
- The Penzance Helicopter service has temporarily ceased all commercial flights.

It is clear that guests are not be able to and should not travel to The Isles of Scilly over the next few weeks to stay with us at Tregarthen's, so we have closed our doors to any arrivals and will temporarily close the hotel and cottages. This is the right decision to protect our precious Isles of Scilly family, our staff and our guests.

You will, we are sure, understand the impact is having on the business, so please do bear with us as we work through the situation.

If you have an existing booking, these are the steps we are taking :

- We will be closed to arrivals until the end of May
- We will not be accepting any new bookings or changes of dates, for stays before the end of June
- We will be in contact as soon as possible with all guests who have bookings between now and the end of May, to talk through the options to move your booking to a later date this season
- We will waive any fees there may have been to amend bookings

If you want to make a cancellation, in the first instance we recommend all guests check the terms of their travel insurance and any insurance that may exist from certain credit cards. We also recommend that if you booked via a Travel Agent, you need to speak to them first.

**If we have not yet been in contact with you, we will be in touch directly by phone or email as soon as possible, working through the reservations in date order.**

We are very grateful to the many guests who have already been so understanding, in our bid to protect the islands, the residents, the staff and to aim to protect the business so that many more people can enjoy this special place in the future.

We thank you for your continued patience, kindness and understanding as we work through this situation.

**Wednesday 25<sup>th</sup> March 2020**