

Temporary Closure from Friday 20th March 2020

We are very aware of the impact of this extraordinary crisis on our guests, staff, and suppliers. We have to pull together as friends, colleagues and loved ones to help and protect the most at risk in our society.

The safety and wellbeing of our guests and team are our absolute priority, therefore in support of Government recommendations regarding the Coronavirus outbreak, we have sadly taken the decision to temporarily close all 4 of our hotels and all our leisure and retail facilities. **This includes the Aztec Gym & Pool, Aztec Spa, Aztec Studio, Aztec Games, Aztec Bistro and Alberts Bar.** This decision has not been taken lightly. TLH Leisure Resort has not shut its doors since WW2 and we know many of you will be disappointed. In addition and following the instruction for everyone to stay at home our sales and reservations offices have now closed and we can not be reached by phone.

Please rest assured that this is only a temporary closure, but unfortunately we are currently unable to give you a definite reopening date. We will however keep in touch with you, our loyal customers, during the coming weeks as we continue to monitor the situation. Please keep checking our website and social media channels for updates and information. We will also keep in touch with our customers via email with any updates, and a few fun things to keep you feeling positive during this difficult time.

What about my booking?

If you have a booking with us between now and the 17th of April 2020:

All breaks for both private and group customers have been postponed. Please rest assured your money is safe. We are offering all customers the option to rebook another break any time in the next 18 months. Please note if your replacement break is:

- Of a lower value to your current booking we will credit your account or refund the difference to you
- Of a higher value you will make a payment to us of the difference 28 days prior to the start of the break.

Alternatively we will offer a refund, although as you can appreciate there may be a delay in processing this due to the number of guests affected and while our team are out of the office.

If you have a booking between the 17th April and the 12th June 2020:

It is unclear when we will re-open. Please rest assured we will re-open as soon as it is safe for customers and staff and we will be constantly reviewing this. We believe it is possible that we will remain closed up until the 12th June. If this is the case all bookings between the 17th April and the 12th June will be offered the options above.

If you have a booking after the 14th June 2020:

We do not envisage any changes to bookings after the 12th June as we hope we will have re-opened and you will be able to enjoy your break with us, therefore our normal terms and conditions apply.

Group Bookings

If you have booked with us via a private group for a stay up until the 12th June we will be discussing alternative options with your group organiser.

If you have booked via a coach operator or an on line booking agency please contact them directly as they hold your booking details.

What about my Aztec Gym, Pool or Studio membership?

All memberships have been frozen as from Saturday 21st March 2020. All memberships will then restart on the day we reopen and we will keep in touch with you to let you know when this will be. For customers who have annual memberships an extension will be added.

We would like to wish all our customers the very best during this difficult time and we look forward to welcoming you back to TLH Leisure Resort very soon.