

WHAT YOU NEED TO KNOW

Park Closure Extended

UPDATE 28 MAY 2020 at 11:00am - IMPORTANT HOLIDAYMAKER COMMUNICATION

At Haven we pride ourselves on providing millions of families with holidays on the Great British coast each year. Sadly, this year we have only been able to welcome a fraction of these to our parks due to the serious coronavirus situation.

The coronavirus continues to affect the lives of each and every one of us – from our guests to our owners to our teams. As we continue to follow the direction provided by the Government it is now clear we will be unable to offer the usual Haven experience for a longer period of time, and so we have taken the decision to temporarily extend the closure of all our parks.

Our parks will remain closed to holidaymakers until at least **SUNDAY 5 JULY 2020**. We will follow all guidance from the UK, Welsh & Scottish Governments regarding when we can re-open.

This, we're sure you understand is totally beyond our control and we are really sorry for the disappointment caused to anyone who was looking forward to their coastal break.

If you have an affected break, we will be in contact with you directly via email and will offer you the following options:

- Enjoy a Credit towards a holiday later in 2020 or for 2021.
- A full refund

We will be working through all affected breaks in arrival date order. We would like to thank everyone for their patience whilst we work through this as quickly as we can.

We are contacting all guests with affected breaks, offering a number of options as we need to change their booking. We have been in contact with all guests who have affected breaks up until 2 July 2020. We are now contacting everyone who has a break booked between 3 July – 5 July 2020.

We trust you appreciate that we are all working in extreme and unprecedented times and because of this the Haven team is working remotely. We are receiving high levels of inbound calls and emails as well as social media messages and we are doing our very best to respond as quickly as we can.

This decision has been made with the safety and security of our guests and teams as our number one priority.

We will be back up and running as soon as we are able and look forward to welcoming everyone back to enjoy a Haven holiday. We will continue to update our guests directly and via this news page.