

Covid-19 Policy

Throughout the pandemic we have worked hard to keep you updated with the latest position, make you feel confident that your deposit is safe and secure with us, whilst ensuring the viability of all holidays. We worked hard to ensure the financial stability of us as a company.

However, we realise some people are still nervous about how things will pan out this winter. We want you to feel comfortable booking with us so as a result from 1st November 2021 to 31st March 2022 we are offering flexible booking terms in order for you to be able to book with confidence.

All bookings in the UK & Jersey require only a £100 deposit & for holidays in Europe the deposit is £150.

(Does not include Cordoba, Spain in March 2022).

In addition, the final balance payment terms for all UK & Jersey holidays will remain at 60 days throughout 2022. Only the holidays in Europe will require payment by 90 days.

In the unlikely event that we return to a full lockdown by government action in the area and at the time of the holiday, we will endeavour to arrange a replacement holiday or a comparable holiday and transfer your entire deposit. We would, for the sake of the group and the hotels/tutors involved encourage everyone to transfer.

If you are unable to make the revised date or any other dates offered then we can refund your deposit less the booking fee and payment processing fee.

Please note that you need to ensure your travel insurance covers against you getting covid-19, needing to self-isolate or being unable to travel due to covid-19 restrictions or for any other reason.

However, in this instance, we will endeavour to transfer your deposit less the booking fee to another holiday later in the year or the following year, if possible. We are unable to do this beyond 90 days.

Unfortunately, we are unable to transfer or refund any booking fees or payment processing fees as these costs are incurred at the point of booking.

Covid-19 Safety Procedures

Whilst on an Alpha Painting Holiday we expect ALL guests to act reasonably and considering their own safety, the safety of others around them including Alpha staff and other guests.

Whatever Covid-19 safety procedures are in place at the time of the holiday and in the given location or deemed necessary by Alpha, ALL guests are expected to follow such procedures, whether it be wearing masks, social distancing, car sharing or any other restrictions. Failure to do so will result in you not being able to take part in the particular relevant activity during the holiday.