

## COVID-19 update

During these unprecedented times faced throughout the United Kingdom, NAYC/ACUK centres will be closed with immediate effect until further notice. We will continue to closely monitor the Coronavirus (COVID-19) pandemic and follow regularly updated advice from government and UK health authorities.

All schools have been advised to close for the foreseeable future, providing only a limited provision to “key workers children” and vulnerable children. Measures to close entertainment, hospitality and indoor leisure premises across the country to take place from the end of trading hours on Friday 20 March have been taken. As a result of these measures all our centres, Kings Park, Whitemoor Lakes and Pioneer Centre will close with immediate. Where some schools/groups were still planning to continue with their booking we will discuss this with you on a case by case basis from Monday 23 March. We will look to postpone your booking to enable you to continue to have the opportunity you have planned for.

Inevitably we know that this will now leave many of our customers in the difficult position where, if you are unable to postpone, you may need to cancel your planned residential visit. We will discuss this situation with you on a case by case basis. We appreciate the pressure this may place on you and suggest you explore the possibility of claiming the financial loss of your cancellation through your school, local authority, institute or personal travel insurance. We do know that some groups have successfully claimed back the cost of their visit in this way.

From Monday 23 March our centres will be staffed, and you will be able to contact us to discuss your concerns. We would like to ask that only the group leader make direct contact to enable us to deal with the volume of enquiries. If you are a member of a group, parent of a child, or otherwise involved in the delivery of a booking at one of our centres please can we ask you to contact the group leader responsible for the booking. We will continue to monitor government advice and amend our operational practice as appropriate.

A copy of our terms and conditions can be found [here](#). Again, we are advising all groups to check whether this may be covered by your school, local authority, institute or personal travel insurance provider. We hope that these options assist with your decision-making process and if we can be of any further help, please do not hesitate to contact us. As always, we will work with you at this challenging time to minimise the impact and disruption to both our organisations.

20 March 2020