

Corona Virus - Covid-19, Refund Policy

For your information, all the bookings done with our websites, are safe due we offer to our customer's a voucher for 36 months to keep for future bookings. This amount will be kept for the same activity or a similar one.

We have the legal obligation following Spanish laws to refund deposits or payments if we don't provide the services booked as adverse weather, absence of the employees etc... But this is not the case, we are ready to offer at any moment these services or activities and is a circumstance that is not our fault, so we keep deposits for a future on a big period of time.

Corona Virus is an unforeseen outbreak there are no rules as to how the activities, venues will deal with it and we will have to take it as it comes.

Imminent Travel overseas

These are unprecedented times for the Tourism industry and there is a lot of uncertainty regarding overseas Travel.

If you have an overseas holiday booked with Cheeky Butler Marbella, Marbella Hen Do or Cheeky Butler Albufeira travelling before 17th April, rest assured we have a dedicated team who will be contacting you very soon to discuss your options. Due to the high demand for our team, we are working in priority departure date order, so please bear with us and we thank you for your patience.

We will communicate with the Group Leader only or a member of the group nominated by the Group Leader to speak on behalf of the group as a whole.

We are encouraging our customers to either delay their overseas travel or switch any imminent travel arrangements to a UK destination (and, where possible, to delay travel).

Many of the current, temporary travel restrictions are scheduled to end in the near future, which will affect the options available to your group and our travel advice to you. Therefore, we are currently not reviewing travel plans for those with a departure date after 17th April. This is to manage demand on our team at this time and to change your plans.

**PLEASE KEPT ON THIS MAIL AS VOUCHER FOR 36 MONTHS FROM THIS MAIL DATE
TO USE THE DEPOSIT ON THE ACTIVITY YOU PRE BOOKED.**

**TO USE AGAIN PLEASE SEND US YOUR DETAILS,
FULL NAME AND DATE OF PREVIOUS BOOKING**



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