

Dear Valued Customer,

As we all face a period of uncertainty because of COVID-19, I wanted to inform and reassure you on what we are doing at MindforYou to limit disruption to you and your travel plans.

At MindforYou the safety of our customers and staff has always been and remains our highest priority. We are closely monitoring and reviewing the advice issued by national health organisations, as well as the World Health Organisation and we are taking all appropriate actions and precautionary measures within our company, as well as our suppliers and holiday partners.

Our usual high standards of hygiene practice remain in place. We have gone a step further by investing in the services of a professional Nurse Specialist who is advising, monitoring, and assuring stringent infection control measures, including deep cleaning, across all our trusted holiday venues.

We are working closely with all our customer-facing teams to ensure they are aware of the key steps to follow to help prevent the spread of COVID-19. In addition, we have developed and tested our planning protocols to make sure we are ready and equipped to deal with a number of scenarios and risks that may arise, quickly and efficiently. We will continue to monitor the advice from Public Health England and evolve our policy and updates as required to protect you and our staff.

We are open for business and focused on providing you with the safest and most enjoyable time, as is our custom. We wish to reassure all up-coming guests and their families, as well as potential customers of MindforYou that the quality, service and safety measures we've put in place are second to none. We take pride in the fact that our holidays have always been inside the UK, to rural natural locations, restricted in numbers, and run by skilled and knowledgeable staff. Your upcoming holiday will be no exception.

However, we understand you may have concerns about the feasibility of a holiday you've already booked and fully paid for, or on which a deposit has been paid. Please be advised that customers who have confirmed bookings for holidays between April 2020 to June 2020 will be contacted by the Sales Team within the next 24 hours to discuss your options.

Alternatively if you would like to speak to a member of our team or require any additional information or assistance, please email us at [info@mindforyou.co.uk](mailto:info@mindforyou.co.uk) or give us a call on 01509 351008 on Monday to Friday between the hours of 9am to 5pm.

"The panic is more infectious than the virus and the only antidote is reliable and accurate information" - Marc Cornelius. Here at MindforYou we intend to provide you with exactly that; the most reliable and accurate information at our disposal. You will find the latest information on COVID-19 here <https://www.nhs.uk/conditions/coronavirus-covid-19/>.

To all of you, along with your dearest and nearest, please stay safe and well. We remain hopeful that the situation improves quickly and send our best wishes to those affected.

Dr Carol Sargent  
Founder and CEO  
MindforYou