

## **COVID-19: CANCELLATIONS AND REFUNDS ADVICE FOR BUSINESSES AND CONSUMERS**

In Pembrokeshire, the restrictions on non-essential travel, the mandatory closure of many businesses including holiday accommodation and the cancellation of events has prompted enquiries from business and consumers seeking clarification as to their rights and obligations in relation to forced cancellations.

Detailed guidance for both Pembrokeshire businesses and consumers is available on the Pembrokeshire County Council website at: <https://www.pembrokeshire.gov.uk/Coronavirus-Advice-and-Guidance>

The outbreak of Coronavirus (Covid-19) is an unprecedented and rapidly evolving challenge that has impacted upon every business sector.

While the guide sets out the rights and obligations of the parties, together with opinion from the regulatory body the Competition and Markets Authority, the County Council encourages consumers and businesses to reach a voluntary agreement to resolve disputes, rather than resort to civil redress through the courts.

· *For consumer advice call the Citizens Advice Consumer Service on 0808 223 1133 or 0808 2233 1144 for Welsh speakers. Anyone affected by unfair cancellation terms in the wake of Covid-19, can report it to the CMA using the [online form](#).*