

John Bunyan Sales Office
Priory Marina
Priory Country Park
Barkers Lane
Bedford MK41 9DJ

T: +44 (0)3301 239 511
E: charters@johnbunyanboat.org
W: johnbunyanboat.org

Release date: 1st April 2020

Corona Virus Update

The BMKWEL board have decided that, in line with current advice from Public Health England, we must now take action to cancel all cruises, both Public and Charter planned to take place up to and including 30th June 2020. We will be reviewing the situation weekly, and will update on July cruises in May, aiming as always to provide customers, suppliers and volunteers with as much notice as possible.

Due to the volume of cancellations, our refund process may take longer than usual and as such we would ask for your patience while we work through the process.

We take the health and safety of our customers and volunteers very seriously. If you have concerns over the coming weeks about the Coronavirus outbreak and decide you would like to cancel a public cruise which is due to take place after June 2020, you may do so within our current terms and conditions (no later than 2 working days before the cruise date). We will also waive the £12 administration fee for the duration of this crisis.

It is our hope that the current situation improves in the coming months, and that we can still have a successful cruise season in 2020. With that in mind, please do consider purchasing tickets for a later cruise, if you are able to. Alternatively, we have extended our gift voucher expiry date to 2 years from the purchase date, so if you would like to purchase one, you may do so via our booking line, or via our website.

If you have a gift voucher that expires before November 2020, and you find you are unable to use it this season because of the current situation, please email contact@johnbunyanboat.org with your name, order number and voucher number and we will do our best to help.

We'd like to take this opportunity to thank you for your support and understanding during this difficult time.

BMKWEL Board.