



Feedback from our guests.....

Hi Mark,

I was very impressed with the communication ever since my booking was made in January 2020. Who could have foreseen what would happen after that? When I cancelled with only days to go before we were due to arrive I did not expect such a swift response but I am very grateful for the way in which it was handled and the speed at which my refund was sorted out.

Kind regards
Karen

Good afternoon Mark – honestly your company has as always handled everything thrown at them through covid and its associated complications with complete clarity and compassion.

Thanks Paul

Dear Mark,

Thanks a lot for your email. I would say the experience was perfect. Everything was handled quickly and smoothly. I do appreciate your help, especially under this circumstance. Thanks a lot for your work, and I do hope I could have the opportunity to spend my holiday with Orion Holidays in the future.

Happy New Year!

Regards,
Xutong

We were so looking forward to our New Year stay at your Waterside lodge but due to COVID tier 4 restrictions, we had to cancel. Thank you so much for making the whole cancellation process trouble free. Dealt with really pleasant staff over this process and within five minutes of our conversation, I received email confirmation of our cancellation and notification that my refund will be in my account within three days and it was. Five stars for a pleasant and efficient service.

Hi Mark

I have found the complete process of booking and the unfortunate cancellation to be very easy.

Every time I have called whomever I have spoken to has been very informed and very pleasant to communicate with. I would not hesitate to book again and recommend.

We were very disappointed to have had to cancel as we were all looking forward to going very much.

Thanks for all the help and understanding over the situation.

Regards
Sarah

Hi Mark I work in travel media and have a lot of contact with travel companies and consumers. I've seen many of the problems people have experienced this year I must commend you and your team for an excellent booking process with clear and precise terms and conditions around what would happen if Covid affected the trip.

When it came to unfortunately having to cancel you made it quick and easy and refunded us immediately.

We look forward to booking again with you in the future and to finally having our trip to the Cotswolds.

Best wishes
Matthew

Quick, simple and without any hassle or pressure to move to a new date. Moving the date was an option but with such uncertainty and with the group including my parents in their 80's we want to the option to rebook when we know it's safe rather than tie significant amounts of money for an undefined period of time.

Thank you and we will rebook when the time is right.

With our family scattered around the UK, renting a place for Christmas where we could all meet up to share Christmas and New Year together was the perfect answer. But sadly, as we all grew excited about meeting up for Christmas, COVID reared it's ugly head and our daughter in Edinburgh and ourselves down South were suddenly plunged in to Tier-4 lockdown. We dashed around trying to pull together a Christmas at home, but in the back of our minds dreading having to contact Orion about cancelling our holiday.

With the Christmas tree finally up I fired off an email to Orion asking if we could cancel our holiday, fearing a slow, painful and traumatic process.

Shocked to get a reply back within hours with a simple "yes, we understand totally" the whole process was as swift and as painless as you want it to be. The following day bank details were exchanged and a day or so later funds appeared in our account. Sorted!

I can't recommend Mark and his team at Orion highly enough for handling our booking and subsequent cancellation absolutely perfectly!

The Young family will certainly be booking with Orion again as soon as we're all allowed to travel again.

We were obviously disappointed the move of our area into Tier 4 only a few days before Christmas meant we weren't able to have our planned family break at Water's Edge.

But the Orion Holidays team were brilliant.

They were very understanding.

There was no hassle. They got back to us straight away. We got our money back in very quick time.

This helped no end.

Kind regards

Andy