

## **Booking & Cancellation Policy**

### **Payment Terms**

For bookings made more than 12 weeks prior to the arrival date, guests will be able to:

- Pay a 30% deposit at the time of booking
- Pay the remaining 70% balance 8 weeks before the arrival date

For bookings made within 12 weeks of the arrival date, full payment is required at the time of booking.

### **Balance Payment (Deposit Bookings)**

For bookings secured with a 30% deposit, the payment card used at the time of booking will be securely stored. The remaining 70% balance will be collected automatically 8 weeks prior to the arrival date.

Guests will be notified prior to the balance collection.

If the automatic balance payment fails, the guest must contact us immediately to arrange payment. Failure to do so may result in cancellation of the booking and the deposit may be forfeited.

### **Cancellations**

#### **Deposit Bookings**

The 30% deposit is non-refundable.

Where a cancellation occurs after the balance has been paid, any refund or re-booking will be offered at our discretion and considered on a case-by-case basis, depending on the reason for cancellation and the notice period provided.

#### **Full Payment Bookings**

Where a booking has been paid in full, any refund or re-booking will be offered at our discretion and considered on a case-by-case basis, depending on the reason for cancellation.

If a cancellation is due to a valid and unforeseen circumstance, we may, at our discretion, offer either a refund or the option to re-book for alternative dates.

Guests are encouraged to contact us as soon as possible to discuss their circumstances.

### **Travel Insurance**

We strongly recommend that all guests take out appropriate travel cancellation insurance at the time of booking. Travel insurance with cancellation cover can help protect you financially if you need to cancel your stay for reasons beyond your control, including illness, injury, or other unforeseen events.

If you choose not to purchase cancellation insurance, we cannot guarantee a refund in the event of cancellation and are not responsible for any financial loss incurred.