



## **Cancellation Policy Updated June 2017**

### **Cancellations by the guest**

*(If you are still unsure please contact us directly for clarification)*

- Cancellations made within 14 days of arrival dates will render you liable for the full amount.
- Cancellations made before 14 days of arrival dates will result in loss of deposit only – this is usually the first nights accommodation costs.
- **All single night bookings will be fully charged.**
- If you arrive with reduced numbers in your party and have not previously advised us 2 weeks before your stay, the full cost of the booking will still apply. If you notify us up to two weeks before only the prepaid deposit for any unused beds will be non refundable. (Please note that some bookings are for whole room only and will be charged for the whole room rate regardless of the number of people staying).
- All weekend bookings are assumed to be for a minimum of 2 nights unless agreed previously. Any subsequent reduction will be charged at the full 2 nights.

### Group bookings (usually more than 10 people)

- All single night bookings are non refundable if later cancelled.
- Cancellations made for all other group bookings will result in loss of deposit and requires a minimum of 8 weeks notice.
- Any group cancellations made after 8 weeks prior to the visit will be fully charged.
- Any group reductions will be fully charged if not notified 8 weeks prior to the visit.
- Any group reductions notified 8 weeks prior to the visit will be charged at 25% of the full per person amount.

### Exceptions

- Cancellations made immediately after the initial booking will be fully refunded.
- No other exceptions apply.

**We recommend that guests make full use of Travel Insurance.**

## Third Party Bookings

- We use a number of third party on line travel booking sites and their associated resellers for example Go Lakes, Hostel World, Booking.com, Expedia, LateRooms, Trivago, AirBNB.
  - Please be aware that your contract is made at the time of booking with one of these 3<sup>rd</sup> parties. Any amendments, cancellations and other correspondence may need to go to them directly before it can be agreed.
  - Payments made direct to these 3<sup>rd</sup> parties cannot be refunded by us as they are not necessarily passed on to us. We cannot refund moneys that we have not received.
  - Terms & Conditions on these sites will vary and you should make sure that you are aware of them before using them.
  - Our own terms & conditions for your booking will always apply regardless of any other terms given to you by 3<sup>rd</sup> parties.
  - Your rights are fully protected when booking with us direct.
  - 3<sup>rd</sup> parties may change their terms & conditions and payment options related to your booking without our consent. We will always refund any cancellation made within 24 hours where a conflict of terms and conditions has arisen.
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## **Cancellations by Thorney How**

On rare occasions we may need to cancel your booking. This is usually due to circumstances beyond our control.

We will always seek to find you alternative accommodation with the local area. We have good relationships with other local accommodation providers.

We will always seek to find you as good as or better accommodation at no extra cost to yourselves. You will be given the option to accept the alternative provision offered.

Otherwise you may be offered a full refund, or to transfer your booking to another date. This offer would normally only be at your request unless there was no other suitable accommodation available in the local area.

You can be assured that a cancellation by us is a last resort option.

**We recommend that guests make full use of Travel Insurance.**