

# Full Cancellation Policy

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## Deposits, Cancellations and Transfers

A deposit of 50% of the booking fee is payable at the time of the booking, the balance being due twelve weeks before the arrival date.

The balance will be collected automatically if we hold the guest's credit card details, but if the deposit was paid by some other method, then the guest must remit the balance so that we receive the payment by the due date.

Should we not receive the balance by the due date (or should the credit card company refuse the payment if the deposit was paid by that method) then we will attempt to contact the guest using the contact details with which we have been supplied, but it nonetheless remains the guest's responsibility to ensure the balance is paid on time.

If we have still not received the balance three weeks after the due date, then the booking will be deemed to have been cancelled, the deposit will be forfeit and we will be free to rebook the property.

When a booking is cancelled, the percentage of the booking fee charged as a cancellation fee (i.e. not refunded) will depend upon the amount of time still to elapse before the arrival date as per the following table

0-2 weeks	100% of booking fee
2-4 weeks	90% of booking fee
4-6 weeks	80% of booking fee
6-8 weeks	70% of booking fee
8-10 weeks	60% of booking fee
10-13 weeks	50% of booking fee
13-16 weeks	80% of deposit
16-20 weeks	60% of deposit
20 weeks and over	40% of deposit

In the case of transfers, there is no penalty provided the new booking fee exceeds the price of the old one and the transfer is to an earlier date.

If the transfer is to an earlier date but the new booking fee is less than the old one then the difference is treated as a cancellation as per the above table.

If the transfer is to a later date but the new booking fee exceeds the price of the old one, then it is treated as a cancellation as per the above table, except that the percentage total of the booking fee charged as a cancellation fee (i.e. not refunded) is the difference between:-

a) The percentage that would have been charged as per the table for the old booking had it been cancelled rather than transferred and

b) The percentage that would have been charged as per the table for the new booking if the new booking had been cancelled on the date of the transfer.

For example, if a booking with a week to go before the arrival date is moved to a date three weeks away then the cancellation fee would be 10%, as the difference between a cancellation 1 week away (0-2 weeks i.e. 100% per the table) and a cancellation 3 weeks away (2-4 weeks i.e. 90% per the table) is 10%.

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Where the transfer is to a later date and the new booking is less in price than the cancelled one, the difference is treated as a straightforward cancellation as per the above table. The rest of the price of the cancelled booking is dealt with as per 3 above.