

## Guest Payment and Cancellation Policy – Individual Guests

### Reservations

- Initial enquiries can be held for 48hrs without charge. If the reservation is not confirmed within this period, the room(s)/dates will be released for other potential guests.
- We cannot hold enquiries that are made within one week of the intended visit.

### Payments

- For guests booking two weeks or more before their visit, we ask that payment is made at their earliest convenience, but at least two weeks before arrival.
- For guests booking within two weeks of their visit, we ask that the full amount is made payable at the time of booking.
- No refunds or reductions can be made for meals that have been paid for but not taken.
- If guests need to cancel, ***a postponement may be agreed on a case by case basis***, but must be redeemed within 12 months of the original booking date.
- If a postponement is not possible, then the following cancellation fees will apply.

Cancellation notice	Cancellation fee
Within two weeks prior to the visit	25% of the overall booking charge
Within one week prior to the visit	50% of the overall booking charge

NOTE: If anybody is having difficulty making payment, then please don't hesitate to contact a member of the team.