

### **CANCELLATIONS:-**

Should you need to cancel or amend this reservation you **MUST DO SO** via the channel that you booked. We are unable to accept cancellations, amendments or requests to cancel directly for any reservations made through an on line travel agent. We can only make cancellations or amendments to rooms that have been booked directly with us over the phone or via the link on our own website. All requests for cancellations or amendments **MUST** be made via the channel that you booked. Requests for cancellations or amendments for bookings made directly with us need to be via email - We will not accept any requests for cancellations or amendments via telephone

These terms and conditions apply to all bookings unless agreed in writing by a director of the business.

**NOTE FOR TRAVEL AGENTS:-** Commission **WILL NOT** be paid for this reservation unless confirmed in writing by a company director.

Please be sure that you have booked for the correct amount of people in each room. This is essential for our insurance purpose and for planning our day. Additional guests over the amount booked for will incur an additional charge to cover the laundry costs.

Please ensure that you are fully aware of our cancellation policy which is strictly enforced in all circumstances. We recommend that all guests ensure that they have adequate travel insurance to cover themselves for any and all cancellation scenarios