

Cancellation Policy

Punchbowl Woodstock

All requests for cancellations or amendments MUST go via the channel that you booked through.

We are unable to deal with any requests for any cancellation or amendments for bookings made through Booking.com, Expedia or other online travel agents.

If your reservation was made directly with us you must email us with any requests for cancellations or amendments – we are unable to deal with your query by phone

Our cancellation policy is displayed clearly on all booking channels and reaffirmed by email on your confirmation.

Q. What is your cancellation policy?

A. **Flexible tariff:-** is a strictly enforced 7 day cancellation policy.

Pre Paid tariff:- no refunds, amendments or cancellations

No exceptions to these policies

We strongly recommend that you arrange travel insurance to cover you should you need to cancel your reservation.

Q. Am I able to defer my booking to another date?

A. For our flexible tariff, you may make amendments to your dates up until 7 days before arrival. If your arrival is in less than 7 days then I'm afraid we're unable to defer, amend or cancel your reservation

For our Pre Paid tariff, then this rate is non transferrable.

No exceptions to these policies