

# Cancellation/Refund Policy (2024) v1 Last updated 01.01.2024

## Booking

The Booking is an agreement between us (Thurlmoor Farm) and You (The Purchaser).

All site rules and general good behaviour must be adhered to at all times during your stay or we have the right to ask you to leave site, with no refund.

### 1) Payment & Securing the Booking

Payment is to be made in full at the time of booking unless agreed otherwise by us.

The Pitch **will not be secured**, and we **don't** have an agreement until all monies are received that are due (Full Payment) By bank Transfer as per our instructions.

### 2) Stage 1 (Minimum 14 Days)

Cancellation 14 Days or before the day of Arrival (2weeks to the day)

Example; If arriving Friday 28<sup>th</sup> May then we must be notified on or before Friday the 14<sup>th</sup> May.

If the Cancellation is applied this way there will be a full Refund. (100%).

### 3) Stage 2 (13 to 5 Days)

Cancellation 13 to 5 Days before the day of Arrival.

Example; If arriving Friday 28<sup>th</sup> then we must be notified on or before Sunday 23<sup>rd</sup> May.

If Cancellation is applied this way there will be a Charge of Half the Total Booking Cost (50%)

Or £12.00 Flat Fee whichever is the greater.

Example; 1 night Booked at £17.00 p night = £17.00 (50% = £8.50 Therefore £12.00 would be charged)

3 nights Booked at £17.00 p night = £51.00 (50% = £25.50 Therefore £25.50 would be charged)  
and £25.50 Refunded.

### 4) Stage 3 (Less than 5 Days)

Cancellation Less than 5 Days before the day of Arrival.

Example; If arriving Friday 28<sup>th</sup> May and we are notified on Monday the 24<sup>th</sup> May or after.

If Cancellation is applied this way there will be a Charge of **£15.00 per Night Booked** to cover our losses, **Except if it is for a 1-night Booking** which will be charged in full to the amount of the Booking.

Example; 1 night Booked at £17.00 p night = £17.00 Charged. (No Refund)

3 nights Booked at £17.00 p night = £51.00 Therefore you would be charged £45.00  
(£15.00 p Night), and get a £6.00 Refund.

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### Note to all our Customers.

We have spent a while deriving this document, to try and make it as fair as possible for all concerned and ourselves.

We feel this is about as fair as we can make it, and hope no one takes offence as to how we have finalised the document.

It is with regret to have to do the document at all, but exceptions make it a required item to resolve any issues.

Our regular guest know how we operate and care for our guests, and I'm sure will understand why we have to do this.

Regards *Gary & Mille*