

## Residential Guest Payment

Bookings made less than 30 days prior to date of arrival require full payment at time of booking. Bookings made more than 30 days prior to date of arrival require £100 deposit per person to secure the booking. Full payment is required 30 days prior to arrival. Full payment is required for on-line bookings.

NB: No reminders are sent. In the event of non-payment for whatsoever reason, the Company may refuse admission and the deposit will be forfeited. Cheques and all major credit cards are accepted. Payment by credit card will incur a £2.50 transaction fee; there is no fee on a debit card. The Company will require a credit card imprint on arrival to guarantee any monies due. Accounts will only be forwarded if arrangements are made in writing before arrival. No refund will be given for early departure unless caused by significant acts of negligence on the part of the Company or its employees.

## Residential Guest Cancellation

All cancellations must be made in writing by post/fax/e-mail. Date of arrival at the Company will be the accepted date. The Company will apply the following charges per person for cancellation/amendments:

- Cancellation within 30 days of arrival date: Credit Note will be issued to be used within 90 days.
- Cancellation more than 30 days prior to arrival: £100.
- Alteration to bookings: £30 administration fee.
- Non arrival without notice: Full payment for the first day plus 50% of fees for subsequent days.
- Cancellation of additional treatments/wellbeing services within 24 hours: 50% of cost of treatment/service.

## Cancellation and Curtailment Protection Cover

We are pleased to be able to provide you (and your colleagues) with a Cancellation and Curtailment Protection Cover that can be applied to protect your monies paid, in the event of an emergency that may occur, when even the best laid plans go awry. In summary, our Cancellation and Curtailment Protection Cover refunds all your deposit or full payment made (except the protection charge) if you have to cancel or curtail your visit due to the causes mentioned below and you can provide the written documents to support your claim.

- You or a member of your party, or close relative suffers a serious incapacitating (at the time of making your booking not pre-existing) illness, accident or death.
- You or a member of your party is called for Jury Service or as a witness in a court of law.
- A fire, flood or storm occurs at your home or the home of a member of your party within 14 days of date of arrival or during the course of your visit, which makes your home uninhabitable.
- A burglary occurs at your home or the home of a member of your party within 14 days of date of your arrival or during the course of your visit.
- You or a member of your party serving in the HM Forces is subject to an unforeseen posting (other than arising from war or similar hostilities) and you are prevented from commencing your visit.