

Seaford Holiday Cottage

Weybourne, Norfolk

Tel/Fax: 01945 870903 Mobile: 07900 234755
Email: seafordholidaycottage@gmail.com

Cancellation Policy Explained

Covid19 & Otherwise

Cancellation of booking

Once the booking is confirmed, you are responsible for the full balance of the cost of the holiday. If you cancel before the balance of the rental fee has been paid, you remain liable to pay the balance. You must continue to pay the instalments or balance of the rental amount by the due dates. Any cancellation must be for a specific reason and you may be required to provide evidence.

Covid-19 Related Travel Restrictions

- For the period covering the dates of your stay, if our business is closed due to a National/Regional/Local lockdown you would receive a refund in full. If your stay is curtailed due to a change in the law you would receive a pro-rata refund.
- For the period covering the dates of your stay, if the postcode of the lead party member is in a local lockdown area and by law you were unable to travel you would receive a full refund.

Guests' Risks

All guest risks – including but not limited to - Illness (Covid-19 or otherwise), self-isolation, shielding, quarantine, accident, family emergency, bereavement, work commitments or jury service would **not be covered by us** and you are strongly recommended to take out travel insurance to cover these events. We believe, amongst others the Post Office and Trailfinders offer Covid-19 cover. These items remain at your risk and do not give rise to a right to cancel or to receive a refund.

Please check that any existing travel related policies you hold cover you for Covid-19 related issues.

If you choose not to take out any UK holiday/travel insurance, then you accept responsibility for any loss that you incur due to your cancellation.

Non-payment of balance

If the balance of your holiday is not paid by the due date, we will take this as a cancellation. We reserve the right to cancel a booking where the full payment has not been received within 7 days after the due date. The deposit paid for the booking in this instance is **non-refundable**.

Cancellation procedure

For any cancellation, please let us know as soon as possible in writing, via email or otherwise so that we have every opportunity to re-let the property on your behalf. You must continue to pay any outstanding amounts by the due dates up to the point we have secured a replacement booking.

A cancellation fee of 5% of the booking cost up to a maximum of £100 will be charged to enable us to re-advertise the property for your dates and will be deducted from any refund. For all cancellations, the **security deposit will be returned**.

If the property is **unable** to be re-let by the date of your stay, the most you will be refunded is £100.00 for expenses (including welcome pack, cleaning/laundry etc) that will not have been incurred by us as you did not stay. You will be refunded any monies due once we have received a replacement booking or the dates of your stay have passed, whichever is earlier.

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In the event of a cancellation we will always endeavour to re-let the property for the whole or part of the rental period and if successful, you will be entitled to: -

- (a) where the rental fee payable has been paid in full, to a refund of an amount (not exceeding the rental fee paid under the agreement) equal to the rental fee received by us under the replacement booking. This may be less than you have paid.
- (b) Where the rental fee payable has not been paid in full, to a refund to the extent that the amount paid under the agreement exceeds the amount of any shortfall between the amount received by us on the re-letting of the property and the amount of the rental fee payable under the agreement. Any balance will remain due.

Example for a stay of £1000.00 plus £150.00 security deposit

Where we succeed in securing a replacement booking for £1000.00 when you have paid the balance in full.

Booking amount- £1000.00
Less cancellation fee of 5% - £50.00
Security deposit - £150.00

Refund due: £1100.00

Where we succeed in securing a replacement booking for £1000.00 where 40% deposit has been paid, balance not yet due.

Booking deposit - £400.00
Less cancellation fee of 5% - £50.00
Security deposit - £150.00

Refund due: £500.00

Where we succeed in securing a replacement booking for less than £1000.00, say £950.00 and you have paid the balance in full.

Booking amount - £1000.00
Less shortfall of replacement booking - £50.00
Less cancellation fee of 5% - £50.00
Security deposit - £150.00

Refund due: £1050.00

Where we succeed in securing a replacement booking for less than £1000.00, say £950.00 where 40% deposit has been paid, balance not yet due.

Booking deposit - £400.00
Less shortfall of replacement booking - £50.00
Less cancellation fee of 5% - £50.00
Security deposit - £150.00

Refund due: £450.00

Example for a stay of £1000.00 plus £150.00 security deposit where we are UNABLE to secure a replacement booking.

Non-incurred expenses refund - £100.00
Less cancellation fee of 5% - £50.00
Security deposit - £150.00

Refund due: £200.00