

## Cancellation Policy

### Bookings & Cancellations

Bookings can be secured with a deposit payment of 30% of the total booking value.

Balance payments must be made by 90 days prior to arrival. Failure to pay by this deadline surrenders the booking reservation and the 30% deposit will be retained by Canvas Hamlet

Bookings can be cancelled at any time but will be subject to the following cancellation charges:

- 3.1. If cancelled with 90 days or more notice prior to the accommodation period Canvas Hamlet will retain 30% of the total value of the booking;
- 3.2. If cancelled with 60 – 90 days notice prior to the accommodation period Canvas Hamlet will retain 50% of the total value of the booking;
- 3.3. If cancelled with 30 – 60 days notice prior to the accommodation period Canvas Hamlet will retain 75% of the total value of the booking;
- 3.4. If cancelled with less than 30 days notice prior to the accommodation period Canvas Hamlet will retain 100% of the total value of the booking;

Accommodation rentals at the Site are only fully refundable in the following circumstances:

- 4.1. Canvas Hamlet is unable to take place at the locations detailed on the website, or specifically over the period of your booking;
- 4.2. You (or a member of your party) are contacted by NHS Track and Trace and advised you must self-isolate;
- 4.3. You (or a member of your party) have tested positive for Covid-19 prior to the commencement of your booking and are required to self-isolate;
- 4.4. We reserve the right to request evidence of contact from NHS Track and Trace or a positive test result for Covid-19; or
- 4.5. We have the right to cancel your booking or to instruct yourself and your party to leave the Site without compensation or refund should you or a member of your party breach the terms of this agreement or our Site Rules, in particular our Site Rules relating to behaviour and conduct.