

CANCELLATION POLICY 2017

1. It is highly recommended that you purchase travel insurance to cover you for the period of your holiday.
 2. If you wish to cancel your booking you should advise us as soon as reasonably practical by telephone and follow this with confirmation in writing (emails are acceptable). The day of receipt of the written confirmation is the day that is deemed as the date of cancellation.
 3. The cost to cancel your holiday varies depending on how much notice you give us before your holiday date. Here are our cancellation charges:
 - 3.1. Your deposit will be regarded as non-refundable except where we have received more than 12 weeks' notice of a cancellation.
 - 3.2. More than 12 weeks before your holiday date: we are happy to carry forward your deposit/balance if it is used before the end of the current season. This will incur a £20 administration charge and there will be no monetary refunds.
 - 3.3. 12 – 6 weeks before your holiday date: Loss of full deposit
 - 3.4. 6 – 4 weeks before your holiday date: 50% cancellation
 - 3.5. 4 – 2 weeks before your holiday date: 75% cancellation
 - 3.6. 14 days or less before your holiday date: 100% cancellation
 4. However, in instances where the balance has been paid, we will (but without any obligation to you) use our best efforts to obtain a replacement booking. If a replacement booking is obtained, we will refund to you any monies paid **above the deposit** less a £20 handling charge. If the replacement booking is obtained by offering a discontinued price - you will be refunded accordingly.
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