



Master Cancel allows guests to book with confidence, knowing if they cancel for any reason from 60 days up to and including 2 days before check-in they will receive a refund.

Cancellation

Cancellations must be immediately notified to us and confirmed via email. The treatment of a cancellation will depend on a) the date the booking was made, and b) when the cancellation is made:

Bookings placed after 08 June 2020 for stays commencing after the 1st of August 2020 are covered under the Master Cancel Policy if cancelled between 60 days and 2 days prior to arrival.

If you cancel from 60 days up to and including 2 days before check-in date, you will receive a full refund of the rental costs you have paid. Only rental costs are refunded. Additional extras, including but not limited to cleaning fees, tax and other ancillary charges are not refunded. Refund payment for cancelled booking will be released back to the cancelling guest on the scheduled date of check-out of the original booking. Cancellations made 1 day prior to, or on the day of check-in will not be eligible for refund. Example: for a check-in on Saturday you could cancel the prior Thursday before 16.00 and be reimbursed in full, but not on Friday (1 day prior) or Saturday (day of check-in).

If you cancel 61 or more days before check-in date, we will endeavor to re-let the property for those dates. If we are able to re-let your dates, we will refund you the deposit amount (which may be less than you paid – e.g. if the final letting price was discounted or only some of the days are re-let) less an administration fee of 10%. You will be reimbursed at the check-out date of your original booking. If we are unable to re-let your dates, you remain responsible for the deposit and there will be no refund under any circumstances. For this reason, we strongly recommend you take out your own travel insurance for UK holidays which covers booking cancellations. This is available at very affordable rates and gives you the peace of mind that you will get your money back if you need to cancel your holiday at the very last minute due to health reasons for example. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.

Bookings placed before 08 June 2020 are not cancellation protected and will continue to be protected by the original terms and conditions. This means that if you cancel before the date the balance is due, and we are able to re-let your dates, we will refund you the deposit amount (which may be less than you paid – e.g. if the final letting price was discounted or only some of the days are re-let) less an administration fee of 10%. You will be reimbursed at check-out date of the original booking.

If we are unable to re-let your dates you remain responsible for the deposit and there will be no refund under any circumstances.

If you cancel after your balance is due, and we are able to re-let your dates, we will refund you all or part of the sum you have paid, depending on the value of the replacement booking, less a 10% administration fee. You will be reimbursed at check-out date of the original booking. If we are unable to re-let you remain responsible for the deposit and there will be no refund under any circumstances. We would strongly advise that guests take out a travel insurance policy which covers booking cancellations. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.

Circumstances on Site Beyond the Control of The Owner

If the Owner has to cancel the booking for reasons beyond its reasonable control, it will refund the letting fee (or such part as has been paid). No extra compensation shall be payable. The Owner shall not be responsible for travel expenses, alternative accommodation or other expenses that may occur. You are advised to take out travel insurance which should cover cancellations for reasons beyond its control.