

## Skybarn Farm Certificated Location Cancellation Policy

If **we** have to cancel your booking prior to your arrival we will refund in full any payments you have already made.

If **you** have to cancel your booking please do so as early as possible. Your booking is only cancelled once you have received a *confirmation of cancellation* email from us. If you email/leave a voice mail to cancel and do not receive a *confirmation of cancellation* email from us within 48 hours please contact us again as we have not received your message and you may still be liable for payment.

By making a booking and paying your deposit you signify your agreement with our refund policy below:

Booking cancelled more than 8 weeks and one day before arrival: – full refund of deposit by cheque (subject to a £2 fee deducted from refund) or bank transfer. Alternatively, we are happy to roll your deposit forward\* to another booking within 12 months of your cancellation day and subject to availability.

Booking cancelled 11 days to 8 weeks before arrival: – no refund of deposit but we will roll your deposit forward\* to another booking within 12 months of your cancellation day and subject to availability.

Booking cancelled 10 days or less before arrival: – no refund of deposit.

In the event of a booking reduction, due to late arrival or early departure, no refund for nights cancelled/not used will be given.

\*Any deposits 'rolled forward' will no longer be subject to our cancellation policy and if cancelled a second time the deposit will be forfeit regardless of the notice given.

Events such as vehicle breakdown, illness or inclement weather etc which may result in delayed arrival or cancellation of your stay are not the responsibility of Skybarn Farm CL and therefore we advise you to seek appropriate travel insurance.