

Cancellation Policy

Acorn Camping and Glamping

Hobbit Huts/Hobbit Hideaway/Hobbit Holes/The Snook

Terms and Conditions

Cancellation:

Options to cancel or change a date are dependent on whether we are fully booked for the dates you have reserved and/or whether you give us enough notice.

Not fully booked:

If you wish to alter your holiday after confirmation of booking and we are **not fully booked** on the dates reserved for you, you can either change the date with an admin fee or you can cancel completely with a refund less a fee equal to 50% of our direct booking price. Please see our website for these prices. These may be different to the price that may have been paid through a voucher.

Fully Booked:

If you wish to alter your holiday after confirmation of booking and we are **fully booked** on the days reserved for you, the booking needs to be filled before any rearrangement of dates can be made. **Please note:** There is only one Hobbit Hideaway & one Snook, once booked the Fully Booked conditions will always apply. New dates must be rearranged at the time of cancellation and are subject to availability. These will not be confirmed until your original dates are sold. If you wish to cancel completely a refund will be made less 50% of our direct booking price if we are able to sell the dates. **Please note:** If your cancelled date is not rebooked then your holiday cannot be offset with a new date and no money can be refunded.

Conditions:

- 1) If a cancellation is made 18 days or less of the intended arrival date then no refund will be given.
- 2) No rearrangement of dates can be made 18 days or less of the intended arrival date.
- 3) An admin fee of £20 will be charged for rearrangement of dates for holidays of up to 2 days. For holidays in excess of 2 days a charge of £35 will be made.
- 4) Refunds will be calculated on days filled, up until the holiday was to be taken, less a fee equal to 50% of our direct booking price for each day or a minimum cost of £35.
- 5) The holiday must be taken by the end of year in which it was originally booked or by March the following year by arrangement.
- 6) A rearranged date can only be rearranged once. If you need to rearrange a second time the date will be considered as a cancellation and the cancellation rules apply.
- 7) Rearranged dates cannot be taken at a weekend (including Friday, Saturday and Sunday), a bank holiday or a school holiday.

Adverse weather conditions: We cannot alter bookings due to adverse weather conditions unless it is within the cancellation policy criteria.

Buy a Gift and Red Letter Days customers - Once a booking is confirmed with a Buy a Gift or a Red Letter Days customer these conditions apply.

01/11/18