

Cancellation Policy

Acorn Camping and Glamping

Hobbit Huts/Hobbit Hideaway/Hobbit Holes/The Snook

Terms and Conditions

Cancellation:

If you cancel your holiday after confirmation of booking and we are **not fully booked** on the dates you wish to cancel, you can either change the date with an admin fee of either £20 or £35 (see rearranging your dates) or you can cancel completely with a refund less a fee equal to 50% of our normal booking price for each day with a minimum charge of £35

If cancellation is within 18 days of the intended arrival date then no refund will be given.

Cancellations are subject to the Fully Booked Condition set out below.

Rearranging your dates:

An admin fee of £20 will be charged for rearrangement of dates after booking is confirmed for holidays up to 2 days. For holidays in excess of 2 days a charge of £35 will be made.

New dates must be rearranged at the time of cancellation and are subject to availability. The holiday must be taken by the end of year in which it was originally booked or by March the following year. 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.

Rearranged dates cannot be taken at a weekend, including Friday, Saturday and Sunday, a bank holiday or a school holiday.

No rearrangement of date can be made within 18 days of the intended arrival date. You must cancel first before rearranging a new date.

Rearrangement of dates is also subject to the Fully Booked Condition set out below.

There is only one Hobbit Hideaway & one Snook, once booked the Fully Booked conditions will always apply.

Fully Booked Conditions

Cancellation: If we are **fully booked** on the days reserved for you, the booking needs to be filled before any refund of money is paid. Refunds will be calculated on days filled, up until the holiday was to be taken, less a fee equal to 50% of our normal booking price for each day or a minimum cost of £35. If no-one books the dates you have cancelled then no money can be refunded neither can your holiday dates be offset with a new date.

Rearranging your dates:

If we are **fully booked** on the days reserved for you, the booking needs to be filled before any rearrangement of dates can be made. If no-one books the dates you have cancelled then your holiday cannot be offset with a new date and no money can be refunded.

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.

07/03/17