

# REFUND POLICY

# CANCELLATION POLICY

## **Cancellations Policy: Guest Cancellations**

It is your responsibility to read and understand our Cancellation Policy & Terms of Service before making a reservation.

Naturally, no one books a holiday or retreat with the intention of cancelling or postponing, but unexpected things do happen, so you must have adequate travel cancellation insurance in place before booking your holiday.

If you need to cancel any booking, cancellation fees will apply. Any notice of cancellation must be provided in writing, and all transaction fees from our payment gateway will be deducted from your refund.

Please refer to the following for a breakdown of applicable cancellation fees:

If you cancel **120 days or more** before your Start Date, you will be refunded the full amount paid up to that date, less any transaction fees imposed by our payment gateway, and excluding the £400 per person booking fee ("Deposit") which is non-refundable.

If you cancel **between 60 - 120 days** before your Start Date, you will be refunded 50% of any sums paid, less any transaction fees imposed by our payment gateway, and excluding the £400 per person booking fee ("Deposit") which is non-refundable.

Cancellations **less than 60 days** before the Start Date of your Escape are non-refundable and will result in a forfeit of any and all sums paid.

Due to our need to commit to accommodation and other arrangements in advance, exceptions to our policy cannot be made for any reason.

## **Cancellations Policy: Trip Cancellations made by Us**

If Sol Corfield has to cancel or change the Start Date of any Escape, for any reason whatsoever, you're entitled to transfer the sums paid to another trip with Sol Corfield (either scheduled or at some future time within the next two (2) years) to be used as credit, or you can request a refund of payments made by You to Us.