

Faith Cottage Cancellation Policy

CANCELLATIONS – AT YOUR REQUEST

If you need or wish to cancel your booking you must notify us as soon as possible and also confirm this in writing. This will give us the chance to re-let the accommodation you have booked.

Provided your cancellation is notified to us in writing at least 42 days before your check-in date and does not fall within clause 4 below, you will receive a refund equal to all monies paid for the accommodation booked less the 20% deposit paid at time of booking. Any such refund will be made within 5 working days after the check-out date of the original booking. If you notify us of your wish or need to cancel less than 42 days before your check-in date you will be liable to pay any outstanding balance (if you have not already paid it).

CANCELLATIONS – COVID-19 RELATED LOCAL TRAVEL RESTRICTION LOCKDOWNS

If your booking can't legally take place due to a COVID-19 national lockdown in the UK or Ireland; or a COVID-19 local lockdown in the UK or Ireland, either in Suffolk where Faith Cottage is based or where you (as the named booker) live; or the number of people attending it being in excess of those that are legally allowed to attend holiday lets in the area where the property is based, you can request a change of date at an Owner's discretion or receive full rental charges refund from the Owner, for any booking that departs before 01/01/2023.

The Owner will need to have all the necessary booking information before the relevant restriction is announced as evidence that we reasonably require before making a refund.

CANCELLATIONS – INABILITY TO TRAVEL WHEN TRAVEL IS NOT RESTRICTED BY COVID-19 RELATED REGULATIONS

The inability of any, some or all of the members of the holiday party to travel to and stay at the holiday cottage for any reason (including but not limited to, illness, the requirement or recommendation to self-isolate or to quarantine, jury duty, incarceration, change in personal or work circumstances, family emergencies and travel delays etc) remains your risk and does not give rise to a right to cancel or to receive a refund, however please contact us and we will do our best to find alternative dates for your holiday.