

# **Cancellation Policy**

## **Kingfisher Lodge**

### **Travel insurance**

- We recommend that you take out enough travel insurance to cover you for your total stay, including cancellation cover. Travel insurance is a recommendation of our park but is not a condition upon booking.

### **Deposits**

- When making a booking, either online on this website or by phone, we take a 30% deposit.
- Deposits are non-refundable and non-transferable in all circumstances.
- For dates with a minimum stay (i.e. bank holidays) we reserve the right to request the full payment as a deposit, which covers your entire stay with us.
- By making a payment, you are also agreeing to paying any outstanding balance due 8 weeks prior to arrival to the accommodation.

### **Cancelling**

- Deposits are non-refundable and non-transferable in all circumstances.
- Balances are due in full 8 weeks prior to arrival.
- We are not liable for any reasons you are unable to fulfil your booking not limited to bad weather, poor travel conditions, ill health, unforeseen circumstance, or any other events outside of our control.
- We reserve the right to refuse any booking and to cancel any bookings already made if the property is unavailable (e.g. through flood or fire etc) for any reason whatsoever, subject to a full refund of all payment paid (but no further liability). Being near the River we are on flood plain; we do therefore reserve the right to cancel guests' bookings if we are alerted due to river levels and therefore must close the caravan park. We will always endeavour to give as much notice as possible and offer a change of dates or full refund. However, refund will not be given due to bad weather.

**We recommend that you have adequate holiday insurance in place to cover this.**