



QUINTET COTTAGES

QUINTESSENTIALLY QUAIN AND QUIRKY

Cancellation Policy

Please ensure you read and fully understand this Cancellation Policy. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

1. Cancellations

- 1.1. All cancellations must be notified in writing in order to receive any refund due.
- 1.2. If you cancel your holiday more than 14 days before it is due to start, you will be refunded the full amount, less an administration fee of £35.
- 1.3. If you cancel less than 14 days before the holiday, then the full balance remains due, subject to the following:

We will re-let the booked holiday dates.

- 1.3.1. If we are successful in re-letting the dates, at the same rate and terms, you will receive a refund of the full amount less a £35 administration charge.
 - 1.3.2. If re-let for a lesser amount, the difference between your booking and the lesser rental amount in addition to the £35 administration fee, shall not be refunded.
 - 1.3.3. If we are unable to re-let the dates, we will refund any costs which we will not incur due to your cancellation, being (the cleaning and estimated utility costs).
 - 1.3.4. We will let you know if we manage to re-let the dates and confirm any refund due once the holiday dates have passed.
- 1.4. We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
 - 1.5. Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.