



booking + cancellation policy

bookings

- The organiser must be at least 21 years of age at the time of booking.
- Prior to arrival please provide a list of guests with name, age & contact details.
- Guests under 18 are required only to provide their names, ages and addresses.
- To secure a booking please pay deposit upon request.
- The balance is due 6 weeks prior to the stay.
- Bookings are provisional until confirmed by email.

cancellation of booking

the following reasons will automatically entitle you to a refund;

1. If your booking must be cancelled because Collacott Farm is put under Government Restrictions and must close over any or all of your booking.
2. If your address is put into Local/Regional Lockdown, meaning You are unable to travel here, and the period of restriction covers any part of your booking.
3. Force Majeure – If your booking must be cancelled because Collacott Farm must close for any (but not limited to) the following reasons -
 - Natural disasters, Acts of God, flood, drought, earthquake or other.
 - Epidemic or pandemic.
 - Any law or any action taken by a government or public authority, including without limitation imposing a restriction, prohibition, or failing to grant a necessary licence or consent.
4. Terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking diplomatic relations.
5. Nuclear, chemical or biological contamination or sonic boom.
6. Collapse of buildings, fire, explosion or accident.
7. Non-performance by our suppliers or contractors.
8. Failure of utility service.
9. Any other justifiable reason deemed necessary for the interest of us and/or you.

the following cancellation reasons do not automatically entitle you to a refund;

Inability (or the inability of any, some or all of your intended party) or disinclination to travel to and stay at Collacott Farm for any reason. This includes, but is not limited to;

- illness (including Covid)
- a requirement or recommendation to self-isolate, quarantine or shielding
- a call to jury duty or military service
- incarceration, change in personal or work circumstances
- family emergencies
- changes in circumstances regarding family/friends who have booked another cottage at Collacott Farm who are no longer coming
- travel delays, vehicle breakdown, and delays with public transport

These remain at your risk and do not give rise to a right to cancel or to receive a refund.

We will try and if we are able to re-let the cottage/s covered by your booking we will offer you a partial or full refund as outlined below.

Should you need to amend your booking we will do our best to accommodate you. This will always be subject to availability, seasonality, and any differences in price for an amended stay and any changes will need to be discussed and agreed with us at least two weeks before the booking was scheduled to start.

We strongly recommended you take out UK travel insurance when you book to cover varying eventualities. It is possible to find insurance companies that will cover the following (legally we can't recommend any specific company - moneysavingexpert.com is a good place to look)

cancellation & refunds

Cancellation 6 weeks+ prior to arrival date = 90% refund
Cancellation 6 weeks or less prior to arrival date;

if we re-let the cottage/s for the same price = 90% refund

if we re-let the cottage/s at a lower price = new price -10% refund
unable to re-let the cottage = no refund available

Thank you for taking the time to read this. If anything is unclear, please ask.

E&OE