

FootGolf Association of England



Cancellations

a. All communication regarding cancellations or changes to a booking must be followed up in writing via email or post from the lead name on the booking within 5 working days. Changes are subject to availability.

b. You may cancel your break at any time however cancellation charges will apply on a per room basis (not per person). If anyone cancels from a room, they are sharing (69 days or less of arrival) the room will still be charged out at the original rate irrespective of when the cancellation is made. If a room is cancelled completely the following charges will apply: -

- Cancellations made more than 70 days prior to arrival there will be no charge.
- For cancellations made 69 – 35 days prior to arrival you will be charged the amount of the deposit (the deposit is 25% of the cost of your break)
- For cancellations made 34 days to 48 hours prior to arrival you will be charged 50% of the total cost.
- Any cancellation made within 48 hours of arrival will be charged the full cost of the break.

c. Substantial changes, such as alterations to the booking date, made within 10 weeks of arrival will be treated as a cancellation.

d. If you have not arrived by noon on the day after your holiday start date or contacted us to confirm when you are going to arrive, we reserve the right to treat your holiday as cancelled. In this case you will not be entitled to any refund or transfer.

e. Where we agree that you are prevented from travelling to the hotels due to adverse weather conditions, any payments you've made for your booking may be transferred to an alternative break, which starts within 6 months following your original arrival date. You will be subject to extra charges if the tariff for your new break is higher – refunds will not be given for breaks with a lower tariff.

f. Very rarely we may find it necessary to cancel holidays and we reserve the right to do so. However, we will only cancel holidays if:

i) You fail to make payments on time

ii) We are forced to do so as a result of unusual and unforeseeable circumstances beyond our control

iii) We have sold insufficient capacity of available accommodation to enable that break to be operated within an acceptable standard of both atmosphere and viability. In the event of cancellation (other than due to default in payment) we would return to you all money you have paid us, or we will offer an alternative holiday of comparable standard.

****As with all holidays we recommend that all guests take out their own holiday insurance policy prior to their stay. ****

