

**The Dove Inn, Corton, Near Warminster, Wiltshire, BA12 0SZ**

**GROUP BOOKING TERMS & CONDITIONS – CANCELLATION POLICY**

Please read these booking conditions carefully, they are an important part of your contract for your holiday.

These conditions of booking set out the terms on which you contract with The Dove Inn, Corton. They shall be governed by and construed in accordance with English law, being subject to the jurisdiction of the Courts of England and Wales.

**1. You pay a deposit**

When making a booking, you must accept on behalf of all your party the terms of these conditions of booking and pay the appropriate deposit. The deposit paid in respect of each booking is accepted as a first instalment of the charge. The receipt or banking of a deposit or the making of a provisional reservation does not imply final acceptance of the booking; neither is a verbal quotation confirmation of final cost. If a booking cannot be accepted, notification and refund of any deposit will be sent as soon as possible. If accepted a confirmation invoice will be forwarded to you normally within 1 week of receipt of your booking. The contract is made between us when we send this confirmation. A 10% deposit is required to secure a booking and can be paid by either debit/credit card or bank transfer.

**2. You pay the balance**

A further payment of 40% of the total cost must be made 90 days prior to check in with the remaining balance of the invoice due 30 days prior to your arrival date. If you book within the balance due period you must pay the full holiday price at the time of booking. If the balance is not paid in time we reserve the right to cancel your holiday, retain your deposit and apply cancellation charges as set below. Alterations made within the balance due period will be regarded as a cancellation by you of the original holiday and a new booking for a different holiday, and the cancellation charges set out will also apply. If after your booking has been confirmed you are unavoidably prevented from proceeding and wish to transfer your confirmed booking to another suitable person, you can do so, provided that this is not later than the day on which the balance of your holiday is due. In instances where arrangements are already in place for a specific holiday, this may not be possible without loss of deposit. You, as transferor of the holiday, and the transferee shall be jointly and severally liable to us for the payment of the balance due, together with all additional charges.

### 3. If you cancel your booking

Should you, or any member of your party, be forced to cancel your booking you must do so in writing and this letter must be signed by the person who made the booking. Alternatively, you may advise by e-mail. A cancellation will take effect from the date that written notice is received at our office. All such cancellations will be subject to a charge of a percentage of the total price, and the following scale indicates the maximum which will be charged in any circumstance.

Cancellations more than 90 days - If a booking is cancelled more than 90 days before check-in: a cancellation fee of 10% of the total package cost applies - this equates to 100% of the deposit.

Cancellations between 30 – 90 days - If a booking is cancelled between 30 - 90 days before check-in: a cancellation fee of 25% of the total package cost applies - this equates to 50% of the deposit.

Cancellations less than 30 Days prior to check-in - If a booking is cancelled within 30 days of check-in there is no refund. 100% of your total holiday cost will be charged to your credit card which we hold on file if not already paid and is non-refundable if already paid.

	<b>Cancellation Policy</b>
More than 90 days	10%
More than 30 – 90 days	25% of total cost (accommodation & meal package)
30 days or less	100%

### 4. Our complaints procedure

If you have a complaint during your holiday you must notify our management and they will do their best to resolve the problem. Should it not be possible to resolve your complaint there and then, you should write to our Head office. This must be received no later than 28 days after your holiday. Full details should be provided. No claim or complaint will be entertained unless you follow this procedure. All complaints that are received are thoroughly investigated and guests are kept informed. Sometimes investigations can take time, especially when awaiting a response from suppliers. We aim to settle all complaints amicably.