



Cancellation Policy

- i. If a tenant cancels more than 60 days prior to their holiday the 25% deposit paid to secure their booking will be retained. A cancellation must be made in writing to the management and upon receipt of notice of cancellation, the management will seek to re-let the property for the whole period of the booking. If the management succeeds in re-letting the property for all or part of the period booked, it shall refund the deposit monies retained less a £45 administration fee.
- ii. If a tenant cancels less than 60 days prior to their holiday, the tenant is still liable for the full cost of the booking. A cancellation must be made in writing to the management and upon receipt of notice of cancellation, the management will seek to re-let the property for the whole period of the booking. If the management succeeds in re-letting the property for all or part of the period booked, it shall refund the guest an amount equal to the monies received less (1) the rental for the period that is not re-let and (2) an administrative charge of £45.00. If the management does not succeed in re-letting the property for any of the period, the tenant is liable for the full cost of the booking.
- iii. The management advises that tenants take out separate holiday cancellation insurance. Wellies & Windbreaks has partnered with XCover, a refund protection specialist who provide guests with the opportunity to add enhanced refund terms during the checkout process of booking. Opting into this service, which is charged at a % of the property booking cost, enables the guest to request a full refund from XCover should they, or anyone in their party, be unable to attend their stay due to unforeseen circumstances.