



# THE BULL

CHARLBURY

## **CANCELLATION AND REFUND POLICY**

1.1 Reservations: We understand that plans can change, and we strive to accommodate our guests to the best of our ability. If you need to cancel or modify your reservation, please notify us as soon as possible.

1.2 Refundable Reservations: For refundable reservations, if you cancel your reservation within 72 hours prior to the scheduled check-in date, you will be eligible for a full refund of any deposit or prepayment made. Cancellations made after this deadline may result in a cancellation fee or forfeiture of the deposit/prepayment.

1.3 Non-refundable Reservations: For non-refundable reservations, cancellations or modifications will not be eligible for a refund. The full amount of the reservation will be charged, and no refunds will be issued.

### **Cancellation Deadlines:**

2.1 Standard Bookings: Cancellations for standard bookings must be made at least 72 hours prior to the scheduled check-in date to avoid any cancellation fees or forfeiture of the deposit/prepayment.

2.2 Peak Seasons and Special Events: During peak seasons or special events, such as holidays, festivals, or conferences, different cancellation policies may apply. Specific deadlines and cancellation fees will be communicated to you at the time of booking or as per the terms and conditions provided.

### **Refund Process:**

3.1 Refunds for eligible cancellations will be processed within 3-7 business days after receiving the cancellation request and any applicable supporting documentation.

3.2 Refunds will be issued to the original method of payment used during the reservation process, unless otherwise stated.

### **Force Majeure:**

4.1 In the event of circumstances beyond our control, such as natural disasters, pandemics, government actions, or other unforeseen events (force majeure), we reserve the right to modify or cancel reservations without prior notice. In such cases, we will make reasonable efforts to provide alternative options or refunds, as applicable, based on the circumstances and subject to any legal requirements.

**Contact Information:**

If you have any questions, concerns, or need to request a refund, please contact our customer support team at [info@thebullcharlbury.com](mailto:info@thebullcharlbury.com)

Note: This refund policy is subject to change without notice. We recommend reviewing the refund policy at the time of booking and before cancelling any reservation.

By making a reservation with The Bull Charlbury you acknowledge and agree to abide by the terms and conditions of this refund policy.

**Date of Last Update: 18 July 2023**