



**WATERROW**  
*touring park*

AWARD WINNING TRANQUIL RETREAT FOR THE GROWN-UPS

## **Cancellation Plan**

### **Summary**

Being a privately owned caravan park, we do have to stipulate certain Terms and Conditions when it comes to paying for bookings. Our policy does ask for a £50 deposit per week (or part thereof) and also requires full payment 28 days prior to arrival date. Should you have an unexpected incident that prevents you from being able to fulfill your booking having paid in full, our Cancellation Plan will give you piece of mind.

### **How it works**

When making a booking, should you wish to opt for the Cancellation Plan, an amount of £2 per night will be added to the booking. As detailed within our Terms and Conditions, full payment of booking is due for payment 28 days prior to arrival date. With the Cancellation Plan in situ, should your booking need to be cancelled up to 24 hours prior to arrival date, a full refund (excluding the Cancellation Plan amount) will be refunded, provided the reason is within our "Reasons to cancel" description.

### **Reasons to cancel**

- Death of a member of the party or close relation/relative
- Accident or serious bodily injury
- Admission to hospital as an in-patient to you or any other member of your party or immediate family where the cancellation is certified as medically necessary by a medical Redundancy qualifying for payment under any applicable statute of any person in your party
- Jury service

**Please note: The Cancellation Plan does not include any cancellations relating to pets or faulty/damaged vehicles, caravans, motorhomes or the like.**

### **Cancellation Procedure**

Should you need to cancel for a qualified reason please contact us as soon as possible. The cancellation will then be acknowledged, during which documentary evidence will be asked be sent. Please note that written proof will need to be provided in order for a refund to be given. Payments will then be made within 30 days.

**It is important to note that this Cancellation Plan is not an insurance policy, nor does it replicate any features of a holiday insurance policy. Should this cover or protection be required please take out the necessary insurance policy with an Insurer or Insurance Broker.**