



Rose Castle Cancellation Policy Hotaly

Cancellation

- 1.1 The client is under a legal contractual obligation to honour the booking and minimum revenue which has been detailed on the contract. If you cancel the booking you are liable to pay the cancellation fee calculated against that value.
- 1.2 In the event of a cancellation the full deposit is non-refundable as are any monies paid against the bill in line with our cancellation timescales below.
- 1.3 All cancellations must be made in writing and cancellation charges will be calculated as a percentage of the total contracted value in accordance with the table below. Where accommodation charges are not included in the total contract value, the cancellation charges are in addition.

Notice of cancellation given by the client

'Notice' is the date from which the notice is received by Rose Castle Company:

Notice	Cancellation Charge
>120 days' notice	Loss of deposit and/or any agreed payment/s
91 – 120 days' notice	25% of the contract value
61 – 90 days' notice	50% of the contract value
15 – 60 days' notice	75% of the contract value
<14 days' notice	100% of the full amount paid is non-refundable

1.4 It is the responsibility of the client to cancel or amend bookings/arrangements with external suppliers directly. Rose Castle Company are not liable for additional expenses incurred by such cancellations.

Change of Date

2.1 Should you wish to change the date of your event to any other date within 6 months of the original event date a £250 administration fee shall be payable at the time of request, in addition to any price variation in your package. Subject to availability and confirmation that we can accommodate the change. We may review this at our discretion in the case of exceptional circumstances.

2.2 Should you change your event date and then wish to cancel the new date, you are liable to pay the cancellation terms from the original date booked.

2.3 Rose Castle Company is not liable for the failure or delay of your event which are beyond the control of the business. Unless prevented by force majeure Rose Castle Company will provide the accommodation, facilities and services as specifically outlined in your booking confirmation. Force



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majeure relates to major events outside of Rose Castle Company's influence and control and includes but is not limited to; the temporary or permanent interruption of business caused by severe weather, power outages, fire, industrial action including strike, civil commotion, noise pollution and government lockdown closures due to epidemics and/or pandemics. In the event of force majeure, all bookings and events will be offered new dates to rebook. If an alternative date cannot be agreed, credit to the value of the booking will be provided for up to 6 months from the date of the original booking, subject to availability. If a future booking cannot be re-arranged, guests are advised to claim against their credit card or insurance.