

GELSTON CASTLE HOLIDAYS

Standard booking terms: payment, changes and cancellations

"The customer" refers to the person making the booking and all persons in their holiday party;

"GCH" refers to Gelston Castle Holidays;

"Holiday" refers to a licence to occupy for the booked period one or more booked units of self-catering accommodation offered by GCH, and to enjoy the use of the holiday facilities provided therewith.

Standard booking definition

A standard booking is one without the addition of the "Flex" option (at extra cost); it is priced at the basic rate.

Payment

- ▶ The full holiday price is payable at the time of booking.
- ▶ Until full payment is received by GCH the booking is not confirmed and GCH reserves the right to offer the same holiday to another customer.

Change of booking by the customer

- ▶ Standard bookings may be changed by the customer, subject to availability of the desired alternative and subject to the payment or refund of any difference in price. Depending on the length of time before the holiday start date, a change fee may be retained, as follows:

Weeks prior to start date	Change fee retained
More than 8	None
5 - 8	10% of holiday cost
2 - 5	20% of holiday cost
Less than 2	30% of holiday cost

- ▶ GCH will make best efforts to rebook the original holiday; if this is successful, the change fee may be reduced (at the discretion of GCH) according to the amount actually recovered on the rebooking.

- ▶ GCH strongly recommends taking out travel insurance.

Cancellation by the customer

- ▶ Monies paid, less any change fee as detailed above, will be carried forward against future bookings; a voucher will be issued without time limit.
- ▶ No refund will be given.

<< *Comment by GCH*

The headline message is that you can book with confidence. Even on a fully prepaid standard booking at basic rate, you will not lose the money paid (except for any change fee we may have to retain if cancellation is at short notice and if we cannot rebook your slot at full price).

The provision of self-catering holidays that tie up a whole house, usually by the week, is different from operating a hotel with many individual rooms offered by the night: in our sector holidays are typically committed and booked well in advance, and it is seldom easy to rebook a cancelled slot. This is why

we need to give ourselves some protection against gratuitous changes and cancellations. The two booking / pricing options we offer are modelled on standard practice in other sectors of the travel and hospitality industry: a standard booking at basic rate with advance payment, which is essentially non-refundable; and a slightly more expensive flex booking which is essentially refundable, and which in our case also requires much less to be paid up front.

We realise that nobody actually wants to cancel their holiday, but if you do need to change or cancel, we will always do our very best to find you a suitable alternative, and to rebook your cancelled slot in order to minimise any change fee we need to retain. Obviously rebooking becomes much more difficult the closer we are to the holiday start date.

End comment >>

Cancellation by GCH

If the booked accommodation should become unavailable owing to damage by fire, storm or any other force majeure, GCH shall offer alternative accommodation and/or dates subject to availability (any difference in price, if lower, to be compensated by GCH to the customer); and if no alternatives are suitable to the customer then GCH shall refund all monies paid, and shall bear no further liability.

General terms and conditions: a separate document of this title contains all other holiday terms.