



## Refreshment Programme Cancellation Policy

Cancellations must be sent in writing/email and receipt confirmed in order for them to be recognised.

### IN THE EVENT THAT RIDLEY HALL HAS TO CANCEL YOUR REFRESHMENT PROGRAMME STAY

We reserve the right to cancel the Refreshment Programme stay in the event of circumstances beyond our control. In the case of any such cancellation, we will inform you at the earliest opportunity and refund you in full.

### CANCELLATIONS (BY YOU) PRIOR TO ONE MONTH BEFORE THE ARRIVAL DATE

For cancellations prior to one month before the arrival date of the Refreshment programme stay, we will retain your 10% deposit which was paid on booking 6 months in advance. Please contact us prior to one month before the Refreshment Programme stay to inform us of your cancellation.

### CANCELLATIONS (BY YOU) FROM ONE MONTH AND RUNNING UP TO ARRIVAL DAY

Due to costs incurred, we are unfortunately not able to offer any refunds for Refreshment Programme stay cancelled from one month and running up to your planned arrival day. Your full balance payment will therefore be retained.