

## **Blackaddie House Hotel Cancellation Policy**

### **Notice Period**

Normal room Bookings: 2 days. Written notice is defined as a letter, fax or email. The period of notice is taken from 2.00 p.m. on the proposed day of arrival. (i.e. for an individual reservation on wed 13th notice would be required by 2.00 p.m. Wed 6th.)

KGB Bookings: 14 days. Written notice is defined as a letter, fax or email. The period of notice is taken from 2.00 p.m. on the proposed day of arrival. (i.e. for an individual reservation on wed 15th notice would be required by 2.00 p.m. Wed 1st.) with less than 14 days notice the booking becomes non-refundable and non-changeable

Theme Package Bookings: e.g. Christmas, New Year, Murder Mystery: 14 days. Written notice is defined as a letter, fax or email. The period of notice is taken from 2.00 p.m. on the proposed day of arrival. (i.e. for an individual reservation on wed 15th notice would be required by 2.00 p.m. Wed 1st.)

Self Catering Bookings: Please see [www.nithriversidecottages.co.uk](http://www.nithriversidecottages.co.uk) for full details of terms & conditions.

### **Charges**

In the event of cancellation for either rooms, KGB package or themed packages every effort will be made to re-let the room(s) / package. However if we are unable to re-let we will charge up to full price of the total cost of the rooms or package booked if cancelled within the 2 or 14 day cancellation period.

### **Method of Charging**

Any cancellation charges will initially be offset against any deposit held and the balance will be charged against the credit card supplied to secure the booking.

### **A Word of caution**

To prevent any potential loss due to cancellations we do stress the importance of taking out travel insurance to protect yourself.

### **No Show Charges**

All bookings are guaranteed by a credit card for late arrival. Failure to arrive will result in the full cost of the first nights accommodation being charged to your credit card for normal room bookings and in the case of packages the full cost of the package will be charged.