

Booking fees are non-refundable. In the event of cancellation your Booking Fee will be retained, however, if you have to cancel due to a medical condition then you will be asked to provide evidence of this (Please contact Shardlow Marina Office for more details).

We advise you to arrange a travel insurance policy which covers you for your UK break this means you could get your money back for a pre-booked break if your holiday has to be cancelled at short notice – for example because you fall seriously ill or suffer a bereavement.

Policies may also provide cover if valuables such as personal items are lost or stolen, although it's also worth checking whether this is already offered as part of your home insurance.'

If the vehicle you are travelling in breaks down then your booking fee is non-refundable.

In the event of a booking having to be cancelled due to a medical condition, bereavement or vehicle breakdown and written evidence is provided, then we are happy to transfer your booking to a future date within 12 months of your existing booking for an administration fee of £5.00.

If you re-book your holiday to a future date within 12 months of cancellation and you have added any extras nights, or other supplements then you will have to pay any additional costs subject to availability.

If you decide to cut short your stay with us then any nights not used are non-refundable.