

## Cancellation Policy

Once a booking has been confirmed by House of Fisher, should you wish to cancel your booking, any request for cancellation must be confirmed in writing.

Refunds will not be made for non-arrivals. Non-arrivals will be treated as a cancellation and will be subject to a 100% cancellation charge. Unless otherwise agreed, you may cancel this agreement at any time without penalty by giving notice of at least 7 days before the booked arrival day.

Cancellations, either before or after the booked arrival date, must serve a 7 day cancellation notice. Cancellations within the 7 day period will incur a charge of one week's rental or the total amount due, whichever is the lower.

If you wish to cancel or change an extended booking (see "Extensions" below), the 7 day cancellation policy will apply equally to extended bookings. These charges apply to notification advised prior to arrival and/or during your stay.

House of Fisher reserves the right to treat an early departure or reduction in the number of nights or apartments booked which results in a reduction in the overall charges payable as a cancellation.

House of Fisher does not expect to have to make any changes to your booking. However occasionally bookings have to be changed or cancelled or errors in information or other details corrected and House of Fisher reserves the right to do so. If this does happen, House of Fisher will contact you by telephone or email where reasonably possible to explain what has happened and inform you of the cancellation or change.

If a change has to be made (and the change is not acceptable to you) or your booking has to be cancelled House of Fisher will, if possible and as soon as is reasonably practical, offer you an alternative apartment (from the range advertised by House of Fisher) of similar type and standard in a similar location for the same period. As the alternative property is likely to be operated by a different preferred supplier to that of the original apartment booked, the advertised cost of the alternative apartment will be payable. If the alternative apartment is advertised at a lower price, you will receive a refund (if you have already paid the total accommodation charges) of the price difference.

If you do not wish to accept a change or any alternative apartment offered or House of Fisher cannot offer you a suitable alternative apartment, you may be entitled to cancel your booking and receive a full refund dependant of circumstances, unless this is the result of an event beyond our control (see "Liability" below).

You should tell House of Fisher within one working day of receipt of notification of any change, whether you wish to accept any change or alternative apartment offered or alternatively if you want a refund.