

**Camden's House
Cancellation Policy**

(Applicable from 1 January 2024)

Cancellation Policy

1. Cancellation up to 48 Hours Prior to Booking Time

1.1 The Customer may cancel a booking up to 48 hours prior to the time of the booking without charge. In that event:

- (a) the credit will be reinstated to your account to be used for a future booking;
- (b) the payment of a refund of money (instead of reinstatement of a credit) is at the sole discretion of Camden's House and must be requested by email to *info@camdenhouse.com*.

2. Cancellation Later than 48 Hours, but more than 24 Hours Prior to Booking Time

2.1 The Customer may cancel a booking up to 24 hours prior to the time of the booking. In that event:

- (a) the credit will be reinstated to your account to be used for a future booking;
- (b) a late cancellation charge of £9.99 will be payable;
- (c) the payment of a refund of money (instead of reinstatement of a credit) is at the sole discretion of Camden's House and must be requested by email to *info@camdenhouse.com*.

3. Cancellation Less 24 Hours Prior to Booking Time

3.1 In that event of cancellation less than 24 hours prior to the booking time:

- (a) Camden's House will make reasonable endeavours to reinstate the time slot on its booking system to be available for other customers. In the event the time slot is filled, the Customer will not be charged for the cancelled booking and a credit will be reinstated.
- (b) Otherwise, Camden's House reserves the right to charge the full booking price.

4. Cancellation or Rescheduling

4.1 To cancel or reschedule, this can be done on the booking system (*camdenhouse.floathelm.com*), emailing at *info@camdenhouse.com* or calling us on 07761681666.