

Camden's House

Cancellation Policy

(Applicable from 15 June 2025)

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 Less than 48 Hours Prior to Booking Time

- 2.1 In that event of cancellation less than 48 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;
 - (b) Otherwise, a late cancellation charge of £9.99 will be payable if the cancelled session was 30 minutes (or less) duration; or £19.99 if the cancelled session was 60 minutes (or less) duration.

3. Cancellation or Rescheduling

- 3.1 Subject to the foregoing, cancelling or rescheduling can be done on the booking system (*camdenhouse.floathelm.com*), emailing at *info@camdenhouse.com* or calling us on 07761681666.