

**Camden's House
Cancellation Policy**

(Applicable from 4 May 2026)

Cancellation Policy

1. Cancellation up to 24 Hours Prior to Booking Time

The Customer may cancel a booking up to 24 hours prior to the time of the booking without charge. In the event payment has already been made for the booking, Camden's House will issue a refund of the payment on request made to info@camdenhouse.com.

2. Cancellation Less than 24 Hours Prior to Booking Time

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;
- (b) Otherwise, a late cancellation charge of £19.99 will be payable.

3. Cancellation or Rescheduling

Subject to the foregoing, cancelling or rescheduling can be done on the booking system or by emailing at info@camdenhouse.com or calling us on 07761681666.