

Ings Farm Holidays - Cancellation & Amendment Policy - CL site

If we have to cancel your booking* prior to your arrival we will refund in full any payments you have made.

*As part of the booking process you will be asked to provide a valid membership number for the Caravan & Motorhome Club. If you proceed to book without a valid membership number and we have to cancel your booking, we will refund any money paid minus an admin fee of £10.00 (to cover our time, online booking and card transaction fees).

If you have to cancel or amend your booking please do so as early as possible. Your booking is only cancelled or amended once you have received a confirmation of cancellation email from us. If you email/leave a voicemail to cancel or amend and do not receive a confirmation email from us within 48 hours, please contact us again as we have not received your message and you may still be liable for payment.

Events such as; vehicle, outfit breakdown or new vehicle manufacturing delay, accident, illness, incorrect booking, misjudgement of site facilities required, inclement weather etc which may result in delayed arrival, curtailment or cancellation of your stay are not the responsibility of Ings Farm CL and therefore we advise you to seek appropriate travel insurance.

Amending your dates;

If you need to postpone your holiday at Ings Farm and require your booked dates to be amended - this can only be done once. The amended dates must be within a 12 month period from the request of change date. Extra charges will apply, depending on notice given (see Refund Policy below) and or if the new dates requested are within a higher pricing bracket. Dates cannot be amended within 72 hours of arrival.

By making a booking and paying your deposit you signify your agreement with our terms, conditions and refund policy below:

Refund Policy;

Bookings cancelled or amended more than 42 days before arrival;

We are happy to roll your deposit forward* to another booking within 12 months of your cancellation / amendment day; this is subject to availability.

Any deposits rolled forward will be issued with a cancellation voucher** to the FULL deposit value.

Alternatively we are happy to provide a cash refund of deposit by the same method as received; less a £10 administration fee.

Bookings cancelled or amended between 15 and 41 days before arrival:

No cash refund of deposit is available. We will roll your deposit forward* to another booking within 12 months of your cancellation day; this is subject to availability.

Any deposits rolled forward will be issued with a cancellation voucher** to the deposit value less a £10 administration fee

Bookings cancelled or amended between 72 hours and 14 days before arrival;

You will forfeit your 25% deposit. We will roll the balance amount of your stay forward via a cancellation voucher**, less a £20 administration fee, to another booking within 12 months of your cancellation day; this is subject to availability. No cash refunds apply. (Extra charges may apply for dates amended - see amending your dates section)

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Bookings cancelled within 72 hours of arrival time***;

No refund will be provided, nor for late or non arrival, early departure or any nights not used.

Bookings cannot be amended within 72 hours of arrival.

*Rolling forward payments already made;

Any deposits or balance payments which can be 'rolled forward' (by way of a cancellation voucher/no cash alternative) will no longer be subject to our cancellation policy and if cancelled a second time the deposit or balance payment (to the voucher value) will be forfeited regardless of the notice given.

**Cancellation Vouchers (valid for 12 months);

Any cancellation vouchers, which may apply to your booking cancellation or amendment, will be emailed directly to you on receipt of your cancellation notice email, telephone call or voicemail message.

Cancellation vouchers will be valid for the same number of nights as per the original booking.

***Arrival Time = 14:00 hrs

