

# **CANCELLATION POLICY**

## **GORSEFIELD RURAL STUDIES**

### **CENTRE**

#### **Tower Hamlets Schools (week long visits)**

- Bookings are considered confirmed by the centre when a confirmation of visit form has been mailed out (either by email or internal mail). Schools have a two week grace period to highlight any problems after which the following charges apply:

- All cancellations are subject to a 20% cancellation admin charge. This clause applies to ALL bookings.

- If a cancellation occurs Gorsefield will endeavour to fill the slot with another school, however if we are unable to fill the week the school will be charged the full amount. The Centre may have to offer the week at a reduced cost to a school filling at short notice. In this case the cancelling group will be liable for covering the difference.

#### **Weekend visits/ other organisations**

- All cancellations are subject to a 20% cancellation admin charge. This clause applies to ALL bookings.

- Groups that cancel less than 14 days prior to arriving at the centre will incur the full cost of the visit.