

GELSTON CASTLE HOLIDAYS

“Flex” booking terms: payment, changes and cancellations

"The customer" refers to the person making the booking and all persons in their holiday party;

"GCH" refers to Gelston Castle Holidays;

“Holiday” refers to a licence to occupy for the booked period one or more booked units of self-catering accommodation offered by GCH, and to enjoy the use of the holiday facilities provided therewith.

Availability of flex option

The flex option is only offered for bookings made over 6 weeks prior to the holiday start date.

Payment

- ▶ A deposit of £100 + 10% of the basic holiday price is payable at the time of booking. Until the deposit is received by GCH, the booking is not confirmed and GCH reserves the right to offer the same holiday to another customer.
- ▶ The balance of the total holiday cost is payable 4 weeks before the holiday start date.
- ▶ If the balance is not paid by the due date GCH reserves the right to cancel the booking and to offer the same holiday to another customer.

Cancellation by the customer

- ▶ If a booking is cancelled more than 4 weeks prior to the holiday start date, the deposit is refundable and there is no requirement to pay the balance; if the balance has been paid early, it is refundable. If the customer wants to carry forward the deposit to use against a future booking (at the customer’s sole discretion), then GCH will issue a voucher for that amount which is valid without time limit.
- ▶ If a booking is cancelled less than 4 weeks prior to the holiday start date, the balance (if paid) is refundable, but the deposit is carried forward without penalty to use against a future booking - a voucher without time limit will be issued.
- ▶ The reason for cancellation is immaterial in all cases.

Change of booking by the customer

Flex bookings may be changed at any time and for any reason, subject to availability of the desired alternative, and subject to the payment or refund of any difference in price.

Cancellation by GCH

If the booked accommodation should become unavailable owing to damage by fire, storm or any other force majeure, GCH shall offer alternative accommodation and/or dates subject to availability (any difference in price, if lower, to be compensated by GCH to the customer); and if no alternatives are suitable to the customer then GCH shall refund all monies paid, and shall bear no further liability.

General terms and conditions: a separate document of this title contains all other holiday terms.