



Tranquility on the edge of The Lake District

Cancellation Policy

Fees

1. Payment in full is required when submitting an on-line booking.
2. You will be notified of the fee payable at the time of booking; this will include VAT where applicable at the current rate.
3. Prices advertised in our/any brochure should be referenced against our website. Our website prices will be deemed up to date and current opposed to that of our/any brochure.
4. Cancellation Policy (daily rate bookings) – Caravans, motor homes, campervans and camping pods.

If you wish to cancel a booking you must notify us in writing by either e-mail to info@lowgreenlands.co.uk or regular mail quoting your booking reference number, primary booking persons full name, date of booking, date of stay, amount paid. If we receive your request and you cancel more than 14 days before the start date of your holiday, you will forfeit an administration charge of £20 per booking and the balance will be refunded. If you cancel 14 days or less before your arrival date no monies are refundable.

Alternatively, we can issue a full credit note for all monies paid. The administration charge will still apply in this scenario. No refunds or credit notes will be issued where a cancellation is made within 14 days of the start date of the holiday. We strongly recommend that you take out your own cancellation insurance.

Different cancellation policies applies for seasonal pitches and are covered under separate terms and conditions.

6. Monies can only be refunded once a booking is made and payment is received.
7. Monies will not be refunded should any members of your group fail to arrive or leave the site early, whatever the circumstances.

Please note this is our standard policy for bookings made via our website and policy terms may differ where booking directly through any online travel agent, where the relevant cancellation policy specific to that online travel agent will apply.

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