



Tranquility on the edge of The Lake District

Cancellation Policy

Fees

1. A 25% deposit is required when booking via our website, with the balance auto collected via our payment system <60 days prior to your arrival. Payment is required in full when submitting an on-line booking via our website <60 days before arrival. Payment terms may differ where booking through an alternative channel. Credit card details are required in relation to a security deposit of £99 per booking for our luxury glamping pods and £1,500 for our luxury house. Assuming no damage is caused, card details are released within 7 days from departure.
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, luxury glamping pods and luxury house.

If you wish to cancel a booking made via our website 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 less any banking charges and online travel agent commission (where relevant) associated with your booking. It will be down to yourself to reclaim any travel agent commission. 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.

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/booking channels 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.

© 2023 Low Greenlands™ Holiday Park Ltd. All rights reserved in all media.



Low Greenlands Holiday Park | Low Greenlands | Burton Road | Tewitfield | LA6 1JQ
T 0345 825 2525 | M 07748 433893 | E info@lowgreenlands.co.uk | W www.lowgreenlands.co.uk
Registered Office Low Greenlands House | Head Office | 178 Lancaster Road | Carnforth | LA5 9EF
Registered in England Company Number: 12370648