

## WIGHTBNB LIMITED

### Cancellation Policy

#### 1. Cancellations made by you

If you or any other member of your party decides to cancel a confirmed booking, made directly with Wightbnb, you must notify us in writing or email. Your notice of cancellation will be effective from the date on which we receive it.

#### 2. Cancellations due to COVID lockdown by Government

If the Government stop you travelling, with another lockdown for example, we will offer if possible to move your booking to new dates at the same property (for up to one year) or we will refund you in full, less an administrative charge of £25. If we can move your booking to a new date/property mutually suitable to both parties: you may need to pay more if there is a difference in price.

#### 3. Cancellations for holidays booked for 4 nights or more

- **Up to 32 days before arrival date:** we will either give you a full refund less 10% administrative fee of the deposit paid or amend your booking if possible to alternative dates at the same property (for up to one year) with permission of the owner of the property.
- **31 days or less before arrival:** If you cancel after your balance is due, there is no refund unless we are able to re-let your dates. We will then reimburse you all or part of the sum you have paid, depending on the net value of the replacement booking less an administrative charge of 10% of the original booking value. The earlier you cancel the greater chance of us being able to relet the property. You will be reimbursed at check out date of the original booking.

#### 4. Cancellation charges for short break holidays of 1-3 nights

We will either refund you in full up to 14 days before your arrival date or amend your booking if possible to another date at the same property (for up to one year) with the owners approval. There may be an additional cost if the price is different.

#### 5. Cancelling a booking made through a 3<sup>rd</sup> party

If you have booked and paid through a 3<sup>rd</sup> party agent (Airbnb, HomeAway, Tripadvisor) please refer to their own cancellation terms. You may be able to negotiate with them. They will then contact us and check the arrangements. We will then arrange to cancel, move, transfer etc your booking.

Contact details are:

Airbnb +44 203 318 1111  
Tripadvisor +44 203 752 4652  
HomeAway +44 203 514 0016

#### 6. Cancellations made by the property owner/supplier

In the unlikely event of our property owner needs to make a significant change to your confirmed arrangements or to cancel them we will inform you as soon as reasonably possible. We will liaise between you and the property owner in relation to any alternative arrangements offered by them. We are not obliged to find you alternative accommodation if the Owner fails to do that for you but we will try our best. We will have no further liability to you if alternative accommodation cannot be found.

#### 7. Travel insurance

It is strongly recommended that you take out travel insurance.

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#### Wightbnb Limited

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