**Moons Wood Cancelation Policy 2023**

1. DEFINITIONS

When the following words with capital letters are used in these Terms, this is what they will mean:

* "Booking:" your booking for the Services;
* "HQ:" means Our main office situated at Moons Wood, 8 Hasketon Road, Burgh, Suffolk IP13 6SY
* "Services:" our provision of pitch(es), picnic space or dog agility course and associated services to you for which you are paying for, as set out in the Booking;
* "Site Policy:" means our site regulations in place available at <https://www.moonswood.co.uk/general-6-1> under terms and conditions

2. OUR CONTRACT WITH YOU

2.1 - These are the terms and conditions on which We supply Services to you.

 2.2 - Please ensure that you read these Terms carefully, and check that the details on the Booking are complete and accurate, before you submit the Booking. If you think that there is a mistake or require any changes, please call to discuss ASAP

 2.3 - By submitting a Booking you are agreeing to these Terms and you agree to adhere to the Site Policy.

3. HOW TO BOOK

3.1 - When you submit the Booking to us (whether by phone, post or electronically), this does not mean We have accepted your Booking for Services. Our acceptance of the Booking will take place as described via an email confirmation. If we are unable to supply you with the Services, We will inform you of this and We will not process the Booking.

3.2 - Before payment is taken you must confirm acceptance of these Terms. If you identify an error in your online Booking, you can correct this by contacting us.

3.3 - These Terms will become binding on you and us when We provide you with booking confirmation for the Booking which will be sent via email, at which point a contract will come into existence between you and Us.

4. CHANGES TO BOOKING OR TERMS

4.1 - We may revise these Terms or the Booking from time to time under any circumstances, at any time. We will notify you as soon as reasonably possible and endeavour to provide an alternative where practicable. If we amend or cancel your Booking, we will refund it to you however, compensation payments will not be payable to you in any circumstances.

4.2 – If you wish to change your booking we require 28 days’ notice before your stay. We can’t guarantee dates to change your booking but will do our best to make a suitable date to rebook. We will not issue a refund unless you have given us 28 days prior to your stay to cancel your booking. We will deduct a 20% admin fee from your booking total.

4.3 – In the event of gale force winds in excess of 40mph or weather that poses risk to guests we will issue you a date to rebook or a refund minus a 20% booking fee.

4.4 – Moons Wood reserves the right to cancel a booking at any time. In the event that Moons Wood have to cancel a booking you will be provided a full refund.

5. PROVIDING SERVICES

5.1 - We will supply the Services to you from the date set out in the Booking until the date set out in the Booking.

6. ADVERSE CIRCUMSTANCES

6.1 - If you leave the site early for any reason (including weather conditions which We do not regard as being too severe for camping) your fees for the Booking will be non-refundable.

6.2 - If adverse circumstances result in Us cancelling your Booking at any time, a full refund of Deposit and/or camping fees will be made. If the site needs to be evacuated in an emergency situation and there is not sufficient time to process a refund on site, refunds will be arranged as soon as possible after the evacuation.

7. PRICE AND PAYMENT

7.1 - The price of the Services will be those quoted by Us to you at the time We confirm your Booking. Our prices may be subject to change or correction at any time, but price changes will not affect Bookings that We have confirmed with you.

8. HOW TO CANCEL

8.1 - If you wish to cancel your Booking you may amend/cancel a Booking for Services by contacting Us (at HQ). Unless the Booking is stated to be non-cancellable or refundable, if:-

8.1.1 - you cancel after 28 days of the first day of the Booking. If you cancel 28 days before your booking a full refund minus a 20% admin fee will be made. *For example a £60 booking fee will incur a £12 admin fee. You will receive £48 refund.*

8.1.2 - you cancel in 28 days or less prior to the first day of the Booking or during your stay your payment is non-refundable.

8.2 – Moons Wood reserve the right to issue a refund or rebook a stay on a case by case basis. If you can’t attend for any reason please contact Moons Wood ASAP. We want our guests to enjoy their stay and if there is a genuine need to cancel we will be happy to discuss it. We can’t guarantee a refund but we will be happy to review your cancelation.

8.3 – Due to administrative and bank fees we will refund your amount if done before 28 days of your stay minus a 20% total booking fee.

9. OUR RIGHTS TO CANCEL

9.1 - We may exercise Our discretion and cancel the contract for any Services and products at any time with immediate effect, including if you are in breach of the Site Policy.