



# TERRACE VILLAS SERVICED APARTMENTS

## **Cancellation and Amendment Policy VALID TILL 31/12/2012**

The following conditions apply to both in-house amendments and cancellations

### **All Reservations**

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#### **Confirmation**

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For all bookings to be confirmed we require either of the following,

- 2 nights deposit 1-6 nights stay
- 7 nights deposit 7+ nights stay
- Credit card details to guarantee 50% deposit
- Company guarantee (by prior arrangement)
- TMC guarantee

#### **Cancellations**

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##### **Short stays (1-6 nights)**

- Cancellations will be free of charge up until 48 hours prior to arrival
- Cancellations made within 48 hours of arrival will be charged up to the first 2 nights accommodation
- Failure to notify will attract the same charge as cancellation

##### **Long stays (7+ days)**

- Cancellations will be free of charge up until 7 days prior to arrival
- Cancellations made within 7 days of arrival will be charged up to the first 7 nights accommodation
- Failure to notify will attract the same charge as cancellation

#### **Amendments**

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##### **Prior to arrival**

- Changes outside the cancellation periods attract no charge.
- Changes within the cancellation periods are at the discretion of the Management.

##### **In House**

###### **Extensions**

- We require the cancellation period notice for all extensions
- Extensions are subject to availability.

###### **Shortened stays**

- Short stays (1-6 nights) - we require 24 hours notice of shortened stay.
- Less than this will attract a one nights charge from the date advised.
- Weekly stays (1+ week) - we require 7 days notice of shortened stay,
- Less than this will attract 7 days charge from the date advised.

##### **'Event' Seasons**

- Reservations made during 'events' periods (by way of example only 7's rugby, WOW, RWC) will be confirmed by 100% non refundable deposit.