

REFUND POLICY

CHANGES, CANCELLATION, NO SHOWS AND REFUNDS

1. Your rights to make changes. You may make changes to your Booking or Menu Selection up to 14 days before your Arrival Date. If you wish to make a change to your Booking or Menu Selection please do so by visiting the website of the Site at which your Booking is located or by contacting the Site at which your Booking is located directly. We will let you know if the change is possible. All changes to your Booking or Menu Selection are subject to availability at the time the change is requested. If it is possible we will let you know about any changes to the price of the products, their timing or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

2. Our right to make changes. We may make changes to your Booking or Menu Selections. This includes, for example:

(a) to reflect changes in relevant laws and regulatory requirements;

(b) to implement minor technical adjustments and improvements, for example to address a security threat;

We may also make more significant changes to your Booking or Menu Selections. If we do so we will notify you as soon as reasonably possible, and if it is 14 or more days from your Arrival Date you may contact us (in accordance with clause 10) to cancel the Booking and terminate the contract with immediate effect. Refund of your deposit will be solely at the discretion of the manager at the site at which your Booking is located. We will refund you for any Balance paid for products not received.

3. Unavailability or withdrawal of products. We may stop providing certain products, or certain products may become unavailable for delivery on your Arrival Date. If this happens and if your Menu Selections are affected as a result we will use reasonable efforts to contact you at least 14 days in advance, where possible, and offer you what is, in our opinion, a suitable alternative where possible. If no suitable alternative can be offered, in our reasonable opinion, we may at our discretion refund the entirety of any Balance paid for products not received together with any deposit already paid (in accordance with clause 5.2).

4. No change to Site. You must attend your Booking at the Site which you selected. We will not allow you to transfer your Booking to any of our other Sites. Failure to attend the Site which you selected on the Arrival Date will be recorded as a No Show and subject to clause 9.

5. Cancellation by you. You may cancel your Booking, and terminate the contract with immediate effect, up to 14 days from the Arrival Date by providing us with written notice in accordance with clause 10. Deposits will be refunded solely at the discretion of the manager of the Site at which your Booking is located.

6. Group Bookings. You may cancel a Group Booking, and terminate the contract with immediate effect, up to 21 days prior to the Arrival Date by providing us with written notice in accordance with clause 10. Any deposit paid will be refunded solely at the discretion of the manager of the Site at which your Booking is located.

7. Cancellation by us. We may cancel your Booking, and terminate the contract:

(a) with immediate effect and without notice to you if you fail to pay us when required to do so in accordance with these Terms;

(b) with immediate effect, or by reasonable written notice where possible, if an Event Beyond Our Reasonable Control (in accordance with clause 7.1) means that we are not able to provide our products to you and fulfil your Booking. In the event of such a cancellation all charges that have been made to the credit or debit card details you provided us including deposit and any Balance paid will be refunded;

(c) with immediate effect if you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide our goods and services to you, for example the number of people party to your Booking;

(d) if the person who made the Booking or any party to the Booking cannot prove they are over the age of 18 upon arrival at the Site, or if the Site has not been contacted and informed prior to the Arrival Date that persons party to a Booking are under the age of 18;

(e) with immediate effect if you fail to provide us with your Menu Selections within 14 days of the date of your Menu Selections email as required by clause 5.3 (b);

(f) by 14 days' written notice to you if in our reasonable opinion we cannot fulfil your Booking or provide products in accordance with your Menu Selection requirements after having sent you a Confirmation Email. In the event of such a cancellation all charges, including deposit, that have been made to the credit or debit card details you provided to us will be refunded to you.

8. Loss of deposit. Any Deposit may become non-refundable or any Deposit that remains unpaid may be charged to the credit card or debit card details provided with your Booking in the following circumstances:

- (a) if you fail to pay us when required to do so in accordance with these Terms;
- (b) if you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide our goods and services to you, for example the number of people party to your Booking;
- (c) if the person who made the Booking or any party to the Booking cannot prove they are over the age of 18 upon arrival at the Site, or if the Site has not been contacted and informed prior to the Arrival Date that persons party to a Booking are under the age of 18;
- (d) if you fail to provide us with your Menu Selections, or if you fail to pay the Balance, within 14 days of the date of your Menu Selections email as required by clause 5.3 (b);
- (e) if you cancel a Group Booking within 21 days or less of the Arrival Date;
- (f) if you cancel a Booking within 14 days or less of the Arrival Date;
- (g) if you or any party to your booking fails to attend the Booking at the Site you selected on the Arrival Date and you are recorded as a No Show in accordance with clause 9.
- (h) if your Booking is cancelled in accordance with clause 7 (a), (c),(d) or (e) within 14 days of your Arrival Date.

Whether or not deposits will be refunded is solely at the discretion of the manager of the Site at which your Booking is located.

9. No Shows. If you or any party to your booking fails to attend the Booking at the Site you selected on the Arrival Date, we will record that failure to attend as a No Show, and the contract will terminate with immediate effect.

10. How to tell us you want to cancel and end the contract. If you wish to cancel your Booking and terminate these Terms in accordance with your rights under clause 5 please let us know by doing one of the following:

(a) Phone or email. Call the Site your Booking is located at directly and inform a Manager at that Site. Please provide your name, email address, phone number and details of the Booking.

You must adhere to the provisions of clause 5 and this clause 10 when cancelling a Booking.

11. How we will refund you. We will refund you any amount that might become due in accordance with these Terms by the method you used for payment.

12. When your refund will be made. We will make any refunds due to you as soon as possible. And, if you are exercising your right to cancel in accordance with clause 5, where possible within 14 days from the day on which we receive notice of your cancellation.