



## Cancellation Policy for Individual Bookings The Bield Christian Company Ltd.



### 1. Reservation Confirmation:

- **Payment:** Full payment is required at time of booking.

### 2. Cancellation Terms:

- **Free Cancellation Period:** Guests can cancel their reservation, without additional charges, up to 30 days before the scheduled arrival date.
- **Between 30 and 14 days of arrival:** No Refund. Guests have the option to ask for a voucher [see below]
- **Within 14 days of arrival:** The full amount of the booking will be charged.

#### VOUCHERS:

- **Voucher Value:** The voucher will cover the amount of the booking.
- **Validity:** The voucher is valid for 6 months from the date of issue.
- **Usage:** The voucher can be used towards any future bookings at The Bield at Blackruthven, but the voucher should be used in one transaction.
- **Non-transferable:** The voucher is non-transferable and must be used by the individual for whom the original booking was made.

### 3. Modifications:

- **Changes Allowed:** Guests can modify their booking dates up to 30 days prior to the scheduled arrival, subject to availability and potential rate adjustments.
- **Late Modifications:** Changes made less than 30 days prior to arrival may not be eligible for adjustments without incurring additional costs.

### 4. No-Shows:

- In the case of a no-show, the full booking amount will be charged, and no voucher will be issued.

**5. Force Majeure:** In cases of force majeure or other extraordinary circumstances beyond our control that prevent the event from occurring (e.g., natural disasters, severe weather conditions, pandemics), we will offer to reschedule the event at no additional charge or provide a credit note valid for a future date, within a 12-month timeframe.

**6. Special Considerations:** We recognize the unique nature of bookings at The Bield at Blackruthven and are committed to accommodating special circumstances whenever possible. Please contact us at the earliest opportunity to discuss any specific needs or considerations related to your booking.

#### Cancellation Policy Summary – Individuals

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|----------------------------|---|
| <u>At time of booking:</u> | Full payment required to confirm booking.   |
| <u>Cancellation</u>        | > 30 days before arrival:<br>Full refund or option for a voucher  |
| <u>Cancellation</u>        | > 14 days but < 30 days before arrival:<br>No Refund; Option for a voucher (to be used within 6 months) |
| <u>Cancellation</u>        | < 14 days before arrival:<br>No Refund; 100% of fee charged; No Voucher                                 |
| <u>No show</u> on the day: | No Refund; Full booking amount charged.   |