

## Refunds and Cancellation Policy

A refund will be available for your booking if up to 8 weeks' notice is given that you wish to cancel your stay at High Laning Cottage. Your payment will be refunded (Minus security Deposit) within 3 days of cancellation.

Please make advance reservations via our online booking system and ensure there is availability for the dates you wish to stay.

To confirm your reservations, a deposit equal to a minimum of one night's room rate, or 50% of the entire stay's Whichever is more is must for confirm reservation. Once your stay is completed this will be added back to the total of your payment.

## Cancellation and Early Checkout Policy:

Should your plans change, be sure to inform within the following guidelines for a refund of your deposit. A cancellation number will be given to insure proper return of the deposit. If the cancellation does not meet guidelines, the deposit will be retained.

<b>Reserved Nights</b>	<b>Cancellation prior to arrival</b>
1	2 Weeks
2-6	4 Weeks
7	8 Weeks

## Refund Policy:

When you cancel a booking and are entitled to a refund then we will instruct the refund right away. The processing will take between 2-4 weeks until the whole amount shows back on your credit card statement. Reasons for this are the billing cycle of your credit card company and processing time of the bank. The refund amount depends on numerous factors such as the hotel's cancellation policy, time of cancellation and processing fees. For more details see cancellation policy above.

In case a reservation that you make is not confirmed, we will not charge you anything on your credit card and release the whole amount that was held on it immediately. Now after we do this, it will still take a maximum of 2-4 weeks for the bank to process this and for the money to show back on your credit card.

## Payment Security:

All payments are taken through Worldpay's secure online portal. None of the personal details or credit card information will be used by High Laning.