

### **Cancellations and amendments Policy for B&B bookings made directly at St Hugh's**

Our accommodation cancellation and amendment terms firstly reflect the cost to us in administering your refund, including possible bank charges. Secondly we have also factored in the costs of reduced probability of the room being filled and any room servicing costs incurred or food purchased in preparation for guest's visits. As such, we regret that the less warning you give, the higher the cancellation fee must be. However, because we understand that plans can change unavoidably, you can always amend the dates of your stay without penalty (subject to availability).

1. All cancellations and amendments must be confirmed by St Hugh's Accommodation Office.
2. Cancellation terms (where full payment has been made at the time of booking; "Notice period" relates to the number of days before the night in question):

<u>Notice period</u>	<u>Your refund (which will be sent to the card You booked with)</u>
More than two weeks:	100%
Two weeks to one week:	75%
One week to one day:	50%
Day in question (onwards):	No refund

3. You may be able to make an amendment involving a reduction in the total price of the booking, in which case the above percentages apply to the difference between the original value and the amended value. Amendments involving no reduction in the total price of the booking will not incur a penalty. However please note that the amendment can only be made by the Accommodation Office and are always subject to availability, otherwise a cancellation is required.

4. St Hugh's College reserves the right to cancel your booking: this may be because of insufficient availability or a decision that the nature of your stay may not be in keeping with our requirements. In this case, you will receive a full refund for your booking. Any travel-related compensation will not be offered.