



# THE MARKET HOUSE CASTLE CARY



## Reservations & Cancellations Policy

### 1. Reservations

A potential hirer can book facilities provisionally for up to 3 weeks.

The Market House Management Group, acting on behalf of Castle Cary Town Council, reserves the right to cancel any provisional booking that has been held for 21 days or more.

Please note, a booking is only confirmed when the hirer sends in their signed Booking Confirmation form or emails their acceptance of the details of the form, and agrees the Standard Conditions of Hire.

### 2. Cancellation by the Hirer

The Market House Management Group, acting on behalf of Castle Cary Town Council, reserves the right to apply cancellation charges as follows:

#### **CANCELLATION ADVISED**

Less than 3 weeks before the event:

Up to two months before the event

Two months or more before the event

#### **CANCELLATION CHARGE**

Payment in Full

Up to 30% of the charges agreed in the Booking Confirmation

Up to £20 administration charge for large bookings

### 3. Cancellation by The Market House Management Group

In the unlikely event that The Market House Management Group has to cancel your booking, you will be refunded in full. (Please see Standard Conditions of Hire.)