

Cancellation Policy for: The Great Hall, 8, Mansion House, Dollarbeg, FK14 7LF and Teal House, 2 St. Andrews Close, Walberswick, IP18 6WA (The Properties)

Webtework is the operating company acting on behalf of the Owners (Owner) for The Properties. When issued any contract is between you the Client (Client) and the Owner.

The Great Hall, Dollarbeg Castle: Any cancellation made by the Client for whatever reason shall be in writing by email addressed to enquiry@dollarbegcastle.com

Teal House, Walberswick: Any cancellation made by the Client for whatever reason shall be in writing by email addressed to enquiry@teal-house.co.uk

If cancellation is made within 48 hours of booking and more than 14 days before arrival date, all monies paid will be refunded less the booking fee of £35

If cancellation is made more than 48 hours after booking, but more than 7 days before arrival date, 50% of all monies paid will be refunded, less the booking fee of £35

If cancellation is made less than 7 days before arrival date, no monies will be refunded

On receipt of notice of cancellation, Webtework will seek to re-let the property for the period of booking. If Webtework is successful in re-letting the property for the whole period it shall refund all the monies paid less the booking fee of £35. If Webtework only succeeds in re-letting the property for part of the period booked it shall refund an amount equal to the money paid less (1) the rental for the period which is not re-let and (2) and the booking fee of £35. If Webtework is unable to re-let the property at all then all monies paid by the Client shall be retained by Webtework. Where for any reason the property ceases to be available or becomes unsuitable, Webtework may, at its absolute discretion, cancel the booking and in that event all sums paid by the Client will be refunded.