

## AMENDMENTS OR CANCELLATION BY YOU

1. Our accommodation cancellation and amendment terms firstly reflect the cost to us in administering your refund
2. Secondly we have also factored in the costs in terms of reduced probability of the room being filled and any room servicing costs incurred or food purchased in preparation for Guests' visits. 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 normally amend the dates of your stay without penalty (as long as the value of the booking doesn't decrease, and only if availability exists). In the unfortunate circumstances that you have to cancel or partially cancel your booking:
  - a) More than 2 weeks prior to your arrival date, we will refund to you any payments made, less an administration fee of £10 inc VAT.
  - b) Between 1 week and 2 weeks prior to your arrival date, our cancellation charge is 25%. Therefore, we will refund up to 75% of any payment made, less an administration fee of £10 inc VAT.
  - c) Between 1 day and 1 week prior to your arrival date, our cancellation charge is 50%. Therefore, we will refund up to 50% of any payment made, less an administration fee of £10 inc VAT.
  - d) No refund will be provided for cancellation on the day of arrival.
2. Any cancellation or partial cancellation should be advised to our Conference Office by email to [conference.office@cai.cam.ac.uk](mailto:conference.office@cai.cam.ac.uk).
3. We reserve the right to levy an administration fee of £10 inc VAT to cover the cost of other amendments, e.g. name change.
4. No refunds will be provided in the case of non-arrival.

## AMENDMENTS OR CANCELLATION BY US

1. Should we, for reasons beyond our control, need to make any amendments to your booking, we reserve the right to offer alternative facilities or to cancel and refund your booking.
2. Our acceptance of your booking is on the understanding that circumstances beyond our control, for example an industrial strike or act of God, may prevent us from meeting our obligations at the relevant time in which case we reserve the right to offer alternative facilities, where appropriate, or to refund your booking.
3. The College reserves the right to cancel the Customer's booking and terminate their contract without liability (as far as permitted by law) at any time (and without notice if necessary) if, in the College's reasonable opinion, the Customer's event or any aspect of it may prejudice the reputation of the College.