



STAR·CASTLE·HOTEL  
ISLES OF SCILLY

### **Cancellation Policy**

Cancellations will only be accepted in writing.

We recommend that you purchase cancellation insurance from a reputable service provider, as we do not provide cancellation insurance ourselves.

If, due to circumstances beyond our control, we are forced to cancel your stay, we will refund your deposit in full and make every effort to find you alternative accommodation; however, we cannot be held responsible for any costs incurred by you as a result.

If, due to circumstances beyond our control, we are forced to cut short your stay, we will reimburse you in full for nights not taken and make every effort to find you alternative accommodation. We cannot be held responsible for any further costs incurred by you as a result.

8 weeks or more prior to arrival	Deposit only or 15% (whichever is the lesser)
4-8 weeks prior to arrival	35%
1 – 4 weeks prior to arrival	65%
Less than 1 week prior to arrival	80%
Within 24 hours of arrival	100%

### **Isles of Scilly Travel – Cancellation Terms**

Travel booked by the hotel for our guests is subject to the IOS Travels terms and conditions, which are supplied with your tickets. For cancellations made two weeks or more prior to travel an admin charge of £20.00 per person will be made. Cancellations within two weeks and upto 48 hours before travel will be charged at 50% of the ticket costs and for cancellations made within 48 hours there is no refund.

Skybus now offer a comprehensive travel insurance policy covering cancellations etc, for more information contact Skybus on 084 5710 5555.

Parking if pre-booked is fully refundable as are charges for dogs.