

Cancellation Policy for Room Hire:

At Battle Town Council, we understand that plans can change, and we aim to be as flexible as possible while ensuring a smooth experience for all our clients. To maintain the integrity of our booking system and to accommodate everyone's needs, we have established the following cancellation policy for room hire:

Cancellation Notice:

We require a minimum of two working days' notice for cancellations. Please note that the specific notice period may vary based on the type of event and the size of the room reserved.

Cancellation Fees:

If a cancellation is made within the stipulated notice period, no cancellation fee will be applied.

Cancellations made outside the required notice period may incur a cancellation fee of 50%, which will be deducted from the booking deposit or charged to the credit card on file.

Deposit Policy:

A deposit is required to secure your booking. This deposit will be used to cover the cancellation fee if applicable. In the event of a cancellation that requires a fee, the deposit will be refunded or credited as per the cancellation policy.

Rescheduling:

We understand that unforeseen circumstances may arise. If you need to reschedule your booking, please contact us as soon as possible. We will do our best to accommodate your request based on availability and within the guidelines of our cancellation policy.

Force Majeure:

In the event of unforeseeable circumstances or force majeure, such as extreme weather conditions, natural disasters, or government-imposed restrictions, we will work with you to find a suitable solution, which may include rescheduling your event or issuing a credit for a future booking. In such cases, we will be flexible and understanding of the situation.

Contact Information:

To cancel or reschedule your booking, please contact Town Council Officer on 01424 772210 or email: enquiries@battletowncouncil.gov.uk

Please read and understand our cancellation policy before confirming your room hire with us. We strive to provide exceptional service and flexibility, and this policy is designed to ensure fairness and consistency for all our clients.

By proceeding with your booking, you acknowledge and accept the terms of our cancellation policy. We appreciate your cooperation and look forward to hosting your event at [Your Venue Name].