



CANCELLATION POLICY

	BOOKINGS TAKING PLACE BETWEEN JANUARY - NOVEMBER	BOOKINGS TAKING PLACE IN DECEMBER
GENERAL BOOKINGS (UP TO 9 GUESTS)	24 hours notice = no charge Under 24 hours notice = you will be charged your deposit or card authenticated amount as a cancellation fee	
GENERAL BOOKINGS (10+ GUESTS)	7 days notice = no charge Under 7 days notice = you will be charged your deposit or card authenticated amount as a cancellation fee	
IGLOOS (AVIARY ONLY)	48 hours notice = no charge Under 48 hours notice = you will be charged a £100 cancellation fee per igloo.	
ROOM HIRE BOOKINGS	4+ weeks notice = no charge 2-4 weeks notice = loss of 50% of the booking spend agreed 2 weeks notice = loss of 100% of the booking spend agreed	3+ months notice = no charge 1-3 months notice = loss of 50% of the booking spend agreed Under 1 month notice = loss of 100% of the booking spend agreed
EXCLUSIVE HIRE BOOKINGS	3+ months notice = no charge 1-3 months notice = loss of 50% of the booking spend agreed Under 1 month notice = loss of 100% of the booking spend agreed	

This policy applies to all bookings made with ETM Group. In the event that we are forced to close our venues due to covid-19 over the date of your booking however, we would give you the option to cancel without charge, or move it to a future date, so you can book with peace of mind.

On special occasions, we reserve the right to increase our general bookings cancellation notice to 7 days. This includes, but is not limited to; New Years Eve, key sporting events (e.g. Euros, World Cup and Superbowl), and Valentines Day. Please speak to our events team if you have any queries.