

## Booking, Cancellation, Payment and Refund Policy

Thank you for choosing The Maybury Centre for your room booking needs. Please find below our room booking and cancellation policy:

1. Bookings can only be made online through our website in advance. No bookings will be accepted via email, over the phone or in person.
2. All bookings are subject to availability and will only be confirmed upon receipt of payment within the due date mentioned in the invoice.
3. Payments can be made via the following methods:
  - 3.1 Secure Payment Link provided with Invoice (Stripe).
  - 3.2 In person, using a credit or debit card (SumUp).
  - 3.3 Via cheque – Please allow 5 business days for clearance.
  - 3.4 Please note that cash payments are **not accepted**.
4. Customers are required to occupy and vacate the room/s at the actual booking start and end times to avoid additional charges.
  - 4.1 Any unauthorized extensions to the end time will be charged at 200% of the actual booking rate.
5. Customers may request to extend their booking time, subject to availability.
  - 5.1 The request must be made prior to the booking end time and must be approved by The Maybury Centre.
  - 5.2 Payment for the extension must be made at the time of request using a credit or debit card.
6. Certain types of bookings will require a **cleaning deposit** to be paid.
  - 6.1 Bookings where food and/or beverages are served will attract a £100.00 cleaning deposit.
  - 6.2 Bookings where alcoholic beverages are served will attract a £250.00 cleaning deposit,

- 6.3 Please note that deposits are fully refundable provided the Centre's Fair Use guidelines (which are on display throughout the Centre) are followed
7. Bookings cancelled less than 72 hours prior to the scheduled start time will be non-refundable, except for extenuating circumstances. In all other cases, the following refund policy will apply:
- 7.1 All refunds for confirmed bookings will attract a 5% administration fee.
  - 7.2 Bookings cancelled 28 days prior or more will receive a 95% refund.
  - 7.3 Bookings cancelled 14 days prior will receive a 90% refund.
  - 7.4 Bookings cancelled 7 days prior will receive a 75% refund.
  - 7.5 Bookings cancelled 4 days prior will receive a 50% refund.
  - 7.6 Bookings cancelled within 72 hours of the booking start time will not be entitled to any refund.
  - 7.7 The Maybury Centre reserves the right to cancel a booking in exceptional circumstances, in which case a full (100%) refund will be given.
8. Customers are expected to adhere to the Centre's Fair Use guidelines, which are part of the agreement (and are on display throughout the Centre). Any breach of the rules may result in termination of the booking and forfeiture of any payments made.
9. Customers are responsible for leaving the room in the same condition as it was found. Any damage to the room or equipment will be charged to the customer.
10. The Maybury Centre reserves the right to refuse or terminate any booking at its discretion. A full refund will be given in case a booking is terminated by the Centre after payment has been made.

We hope you find this policy clear and concise. If you have any further queries, please do not hesitate to contact us.

**NOTE:** This policy is subject to revisions. The most updated version will always be available on our website: <https://www.mayburycentre.co.uk>