

Flexible cancellation terms

These terms apply to a booking if you have selected the “flexible” booking option and paid the applicable non-refundable flexible cancellation fee to us at the time of booking (“**Flexible Booking**”). The flexible cancellation fee provides you with an enhanced right to cancel your booking on the terms below. These terms form part of, and should be read alongside, our [Booking Conditions](#). If there is any inconsistency between these terms and our Booking Conditions, these terms will take precedence.

1. Subject to these terms, if you provide us with notice to cancel your Flexible Booking **at least 7 full days before the scheduled arrival date** (the “**Cancellation Deadline**”), you will receive a refund of all amounts paid to us for that booking (excluding the flexible cancellation fee and any insurance premiums) (“**Refund Amount**”), **up to a maximum of £10,000 per booking** (even if you have paid us more than that).
2. You will not be entitled to any Refund Amount if:
 - a. you cancel after the Cancellation Deadline;
 - b. you are in breach of the Booking Conditions (including for non-payment);
 - c. any information you provided at the time of booking was incorrect or fraudulent;
 - d. the booking was cancelled by us or the accommodation owner in accordance with the Booking Conditions;
 - e. you were otherwise entitled to cancel under the Booking Conditions because of a breach by us or the accommodation owner;
 - f. the cancellation resulted from weather events, government restrictions (including travel bans or pandemic-related restrictions), or any other circumstance beyond our or the accommodation owner’s control; or
 - g. you requested to transfer or reschedule the booking.
3. Once a Refund Amount has been paid under these terms, you will not be entitled to any further refund, compensation or recovery in respect of the same booking under the Booking Conditions or otherwise, except as required by law.