

# Cancellation Plan at Fields End Water

Peace of mind should you need to cancel your stay (non-Covid reasons)

Fields End Water's cancellation plan **does not cover you for Pandemic or Epidemic** situations.

As a small, independent park we do have to impose some terms and conditions for bookings at Fields End Water. Full details of our Touring & Camping Terms and Conditions can be found [here](#). Glamping Terms and Conditions can be found [here](#).

However, for your peace of mind, and in the event of that unexpected illness or situation (excluding pandemic or epidemic), which prevents you from coming to see us, our optional cancellation scheme will cover you for the most common reasons for having to cancel your holiday.

The benefits:

If cancellation of your holiday is up to 7 days before the commencement of your holiday a full refund of monies paid directly to Fields End Water (and not through any agent) less the cancellation plan charge will be made. If cancellation of your holiday is within 7 days of the commencement of your holiday, then a 50% refund, less the cancellation plan charge, will be made. The policy can only be taken out at the time of making the booking.

## Cover

- The death, bodily injury, illness or admission to hospital as an in-patient to you or any other member of your party or immediate family where the cancellation is certified as medically necessary by a medical practitioner. (Excludes pets).
- Redundancy qualifying for payment under any applicable statute of any person in your party.
- You or a person in your party being required for compulsory jury or witness service in a Court of Law in proceedings to be undertaken in the time between their leaving home to start the holiday and returning home after the holiday.

## Definitions

- Immediate family means the partner, or the child, grandchild, brother, sister, parent or grandparent of you or a person in your party.
- Qualified Medical Practitioner a doctor or specialist who is registered or licensed to practice medicine under the laws of the country in which they practice.

## Cancellation Procedure

- If you need to cancel for a qualifying reason, please contact us immediately by phone and then by email or letter. We will acknowledge the cancellation and ask for the relevant documentary evidence to be sent.
- We will deal with the claim and make payment within 14 working days of receiving the required documentary evidence, subject to the claim qualifying under the terms of the cancellation plan.

Charges (taken at time of booking) ~ Please note this is an optional extra.

Touring ~ £2.25 per night / Glamping Pods ~ £6 per night

[Touring T&C's](#)

[Glamping T&C's](#)