



CANCELLATION POLICY

Cancelling your booking

YOU CAN NOT CANCEL ON THE SAME DAY AS YOUR VISIT

To be able to cancel, you must pay a £1 cancellation fee when booking. If you don't pay this, you won't be able to cancel later.

If you cancel before your booking starts, you'll get a refund minus the £1 fee.

Refunds can take up to 14 days.

If you cancel after the booking has started, you won't get a refund (even for weather or traffic).

Once you cancel, you can't undo it — you'll need to book again.

Changing a Booking

You can change your booking (date or vehicle) if there's space available. See the 'Make changes to your booking' tab.

Do this by logging in with your booking details from your confirmation email.

Emergency or Special Circumstances

You **may** get a full refund (no £1 fee) if something unexpected happens before your booking starts, such as:

- **Serious illness or Injury** (must provide a doctor's note, dated after booking)
- Pre-existing conditions are **not covered**.
- **Government obligations** (e.g. jury duty, court, travel restrictions)
- **Must show official proof.**
- **Unexpected vehicle issues** (e.g. accident or breakdown)
- **Must provide evidence or photos.**
- **Major events** (e.g. natural disasters, unrest)
- Essential service outages affecting the parking facility

What to Do

1. **Cancel your booking first**

2. **Contact support to make a claim**

info@westwitteringbeach.co.uk / 01243 513917

3. **Send any required documents**

4. **Do this within 14 days of cancelling**