

CANCELLATION POLICY

Ribbonwood Country House is a boutique accommodation provider, therefore cancellations can affect our business significantly.

Direct internet or phone bookings , bookings via Internet engines (Booking.com/ Agoda), Bookings via Agents

Credit card details are collected in lieu of taking a deposit, however we reserve the right to take 50% of the first nights accommodation rate as a deposit (100% of non refundable rates) at anytime after booking. Otherwise credit cards will only be used in cases of late cancellation or no show

Late cancellation is any cancellation less than 48 hours before stay date
In this situation 100% of the first nights accommodation rate will be charged to the credit card.

No show is the non appearance of a booked guest before 2200 hrs on the date reserved
In this situation cost of the full reservation will be charged to the credit card (Agoda bookings incur 1 night charge).

Non- refundable room rates

These rates are offered with the understanding that they will not be refunded if cancelled. If possible a date change may be accommodated depending on availability. Date changes will not be actioned if the Stay date is less than 48hours away.