

Cancellations and Amendments

All cancellations or amendments must be in writing and a confirmation email received from Knockderry House. Whilst every effort is made to fulfil any requests which you may have in relation to your stay with us, we cannot unfortunately guarantee that we will be able to meet any requests which you may make and our failure in this regard will not constitute a breach of contract.

Best Available Rates : If you cancel your stay more than 7 days prior to your arrival, we will not charge you for cancellation. However should you cancel with less than 7 days till your check in date we will charge you the full cost of your stay.

Flexible Rates : If you cancel your stay more than 3 days prior to your arrival, we will not charge you for cancellation. However should you cancel with less than 3 days till your check in date we will charge you the full cost of your stay.

Advance Purchase Rates : The full price of the stay is due at the time of the booking and is non refundable or transferrable.

Business Rates : All reservations must be confirmed in writing by email. For short stays, of less than 7 days, no deposit is required but for stays 7 days or more in length we may require a deposit of 25% of the total stay. All bookings are required to be guaranteed with a valid credit or debit card at the time of booking. **Cancellation Charges.** If your stay is cancelled within 48 hrs of arrival, a cancellation charge equal to the total cost of the first night's stay, will be due. If the reservation is cancelled on the day of arrival a cancellation charge equal to the total cost of the whole stay, will be due.

Seasonal Packages and Private Events : Cancellation terms may vary according to the type of rate which you have booked, for example seasonal packages are non-refundable and final payment is taken 4 weeks before the event and depending on the number of rooms. If booked within 14 days and then cancelled, the deposit is then forfeit. For private events and large groups, the balance is payable one month before arrival.

Cancellation by Knockderry House: In the unlikely event that Knockderry House is required to change or cancel your reservation, we reserve the right to do so, and you have the right to:

Accept the changed arrangements as notified; or make alternative arrangements with Knockderry House; or cancel your reservation and receive a full refund of any monies which have paid to Knockderry House in respect of your reservation (please note that we shall not be liable for any sums which you have paid to any other persons in connection with your reservation).

Knockderry House will have no further liability to you for any changes to or the cancellation of any online booking. We would advise all guests to take out travel insurance against unforeseen cancellation.

Amendments to your Booking: Should you wish to change your date please contact the hotel directly and requests will be considered. Bookings with specific terms and conditions will be advertised as having such.

With regards to bookings made through third-party websites, the hotel has no liability to you for charges made by such websites in the event of amendments/cancellation. It is your responsibility to make the booking agent aware of any amendments and/or cancellations. Failure to do so may result in further payments being taken by us.

Any bookings made with promotional discounts cannot be cancelled or changed. Cancellations made will forfeit the promotional offer. Additional terms & conditions will apply for any promotional campaigns. Please see specific campaign terms & conditions for further details.