



Wyreside Lakes – Booking Terms & Conditions.

All customers please read carefully before confirming your booking.

We appreciate your co-operation and understanding on the terms and conditions outlined below and our agreement is formed upon receipt of the required deposit payment or formal confirmation of a booking made. Where discounts are available only one discount will apply per total booking. Bookings should be made on-line but for assistance and further information please call our reception on 01524 792093. Our reception opening hours are from 8am until 5pm November - March and from 7am until 7pm - April to October annually.

If a member of staff is not available please leave a message and we will return your call as quickly as possible or alternatively email us at team@wyresidelakes.co.uk or Facebook inbox us at www.facebook.com/wyresidelakes/

Wyreside Lakes Cancellation and Amendment Policy - Wyreside Lakes are not liable for refunds or expenses you incur in the event they are prevented from fulfilling your booking as a result of circumstances beyond its control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure").

If you want to cancel your booking - Your booking is a contract for the provision of leisure services on a specific date or dates and this means **that you do not have a statutory right to change your mind and cancel the contract**. We do, however, offer you the right to amend your contract subject to the provisions below.

If you wish to amend a confirmed booking you must let us know via email, phone or in writing as soon as possible and, in any event, prior to the first day of your booking. Your booking will be amended with effect from the day we receive written notification, subject to us deducting amendment/cancellation charges as set out below Subject to availability, amendments to your fishing booking can be made up to seven days before your arrival date.

Our Amendment are set out in the table below:

BOOKING- No. of days prior to booking start date	Amendment charge	
	We take a 50% deposit this payment is non-refundable in all circumstances.	
More than 7 days	No fee – booking amended as requested.	
Less than 7 days	50% deposit paid towards the booking – will be retained as a cancellation charge	If 100% has been paid in advance for the booking – 50% will be retained for a cancellation fee, the remaining 50% can be transferred to a new booking.

All our bookings are taken online via our booking system. A 50% non-refundable deposit will be payable on booking – we DO NOT accept cheques, amex or business cards. No refunds or deposits are given for customer cancellations under any circumstances. When booking you can choose to pay the amount in full or more than 50% deposit required, however the deposit will always be retained to cover costs in the event of a cancellation. If you contact us 7 days or more before your arrival we can transfer your booking date or if there are circumstances beyond our control – such as the Coronavirus pandemic we will move booking dates for you.