

Portland House Cancellation Policy

Very rarely, people need to cancel their booking with us. In common with all accommodation providers registered with VisitBritain we operate a cancellation policy.

Partly reproduced from the Keswick Tourism Association's official guide book.

"Cancellations

When you are offered accommodation on the telephone or in writing you are entering into a legally binding contract with the proprietor of the establishment. This means that if you cancel a reservation, fail to take up the accommodation or leave prematurely, the proprietor may be entitled to compensation if the accommodation cannot be re-let for all or a good part of the booked period. If a deposit is paid it is likely to be forfeited and an additional payment may be demanded.

However, no such claim may be made by the proprietor until after the booking period, during which time every effort should have been made to re-let the accommodation."

If you do not turn up for your booked stay without notifying us or cancel within 28 days (for any reason) of the due arrival date we may charge the full cost of the pre-booked stay (less £10.00 per person per night) if we are unable to re-let the room for the same period.

We work on a policy of actively trying to re-let accommodation which you may have to cancel but there may be times when we cannot manage to re-let rooms at short notice. If the room is re-let under the same terms and for the same period that you had booked, then the booking deposit will be retained to cover administrative costs and no further charge levied. The charge will be reduced for each day that we are able to re-let.

In most cases travel and holiday insurance will safeguard you in the event of you having to cancel or curtail your holiday.