



Cranage Village Hall
Knutsford Rd, Cranage, Crewe, CW4 8EQ
contact@cranagevillagehall.co.uk
Reg. Charity No. 1045281

Cancellation Policy

1. Cancellation Periods:

- Cancellation within **14 days** of the first day of the hire: **100% charge**
- Cancellation within **28 days** of the first day of the hire: **50% charge**
- Cancellation **more than 28 days** before the first day of the hire: **no charge**

2. Cancellation Procedure:

- Cancellation must be submitted through our [online booking system](https://www.cranagevillagehall.co.uk/online-booking) or via email booking@cranagevillagehall.co.uk
- The cancellation date will be considered the date on which the cancellation is recorded in our booking system or the date of the email.

3. Refunds:

- Refunds for cancellations made within the specified periods will be processed accordingly
- Refunds will be issued to the original payment method, unless otherwise requested by the hirer.
- Refunds are aimed to be processed within 14 days of the cancellation request

4. Rebooking:

- If you wish to change the date of the booking, instead of canceling, you may do so by contacting us via email (booking@cranagevillagehall.co.uk) as soon as possible to check availability
- Rebooking will be subject to the cancellation charge reduced by 50%

5. Exceptions:

- In the event of unforeseen circumstances, such as extreme weather conditions or other emergencies, Cranage Village Hall reserves the right to waive cancellation fees at its discretion

6. Responsibility:

- It is the hirer's responsibility to ensure that all cancellation terms and conditions are understood prior to making a booking.

To keep costs and hire rates to a minimum the hall is run entirely by volunteers, so please make their jobs as easy as possible. We hope you will have a great event and look forward to seeing you again.