

NOOC's Cancellation Policy - 2017

1. Cancelling Before Arrival - The Cooling-Off Period

If you submit an application form and you are successful in being offered accommodation, we will notify you in writing of our offer of accommodation.

If your booking is for a stay of 28 days or longer, we will request a booking deposit of £200 to be paid before we will confirm your booking.

When we have received your £200 booking deposit, or in the case of bookings of less than 28 days, your written acceptance of our offer of accommodation and pre-payment, we will send you written confirmation of your booking (via email, or letter) and you will then have a 'cooling off period'.

This means that you may cancel your booking within 7 days of you receiving our booking confirmation. This cancellation must be made in writing (via email, or letter) and received by us within 7 days of you receiving the booking confirmation. You will then receive a full refund of the deposit that you have paid to the North Oxford Overseas Centre (less any bank charges incurred in returning the deposit to you).

If you wish to arrive later than your booked arrival date, you must tell us 28 days before your booked arrival date. Otherwise, we will charge you from your booked arrival date.

If your arrival is delayed by more than 7 days, we will treat this as a cancellation (see above).

The cooling-off period does not apply if the booked stay starts within 7 days of the completion of the booking and the sending of the booking confirmation.

2. Cancelling Before Arrival - Cancelling more than 28 days in advance

If you wish to cancel your booking after the cooling-off period and more than 28 days before your booked arrival date you must notify us in writing (via email, or letter).

If you have booked a stay of less than 28 days you will be required to pay the charges for the total booked period up to a maximum of £200.

If you have booked a stay of 28 days or longer you will be charged a 25% administrative fee from your £200 booking deposit - this equals a charge of £50. The remainder of the booking deposit (£150) will be refunded to you (less any bank charges fees incurred in returning the deposit to you).

3. Cancelling Before Arrival - Cancelling less than 28 days in advance

If you wish to cancel your booking less than 28 days before your booked arrival date, you must notify us in writing (via email, or letter).

If you have booked a stay of less than 28 days, you will be required to pay the charges for the total booked period up to a maximum of £200.

If you have booked a stay of 28 days or longer, none of the booking deposit will be refunded to you