



Carefree Getaway

Structured Travel. Safe Independence.

MARCH 2026

CANCELLATION & REFUND POLICY

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1. Purpose

Carefree Getaway Limited is committed to providing clear and transparent information regarding cancellations and refunds.

This policy outlines:

- how cancellations are managed
- when refunds may be applicable
- how costs are handled

The aim is to ensure fairness for both:

- clients and their representatives
- Carefree Getaway Limited as a service provider

2. Scope

This policy applies to:

- all supported travel services
- all bookings made with Carefree Getaway
- all clients, families and representatives

It covers:

- cancellations made by clients
- cancellations made by Carefree Getaway
- refunds and associated conditions

3. General Principles

Carefree Getaway operates on the following principles:

3.1 Transparency

All costs and terms will be clearly communicated before booking confirmation.

3.2 Fairness

Decisions regarding refunds will consider:

- timing of cancellation

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- costs already incurred
- nature of the booking

3.3 Reasonableness

Each situation will be considered reasonably and professionally.

4. Client Cancellations

Clients or their representatives must notify Carefree Getaway as soon as possible if a cancellation is required.

4.1 Notice Period

The amount of notice provided will influence whether a refund is available.

4.2 Refund Considerations

Refunds will depend on:

- how much notice is given
- whether bookings have already been made
- whether costs are recoverable

4.3 Non-Refundable Costs

Certain costs may not be refundable, including:

- accommodation bookings
- transport tickets
- third-party services
- pre-paid activities

These are often subject to the terms of external providers.

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4.4 Short-Notice Cancellations

Where cancellations occur at short notice:

- refunds may be limited or unavailable
- costs already incurred may still be payable

5. Cancellation by Carefree Getaway

In rare circumstances, Carefree Getaway may need to cancel a trip.

This may occur due to:

- safety concerns
- unforeseen circumstances
- staff availability issues
- external factors beyond control

5.1 Actions Taken

Carefree Getaway will:

- inform the client as soon as possible
- explain the reason for cancellation
- consider alternative arrangements where possible

5.2 Refunds

Where Carefree Getaway cancels a trip:

- reasonable refunds will be considered
- any recoverable costs will be returned where possible

6. Changes to Bookings

Where possible, Carefree Getaway will aim to accommodate reasonable changes to bookings.

However:

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- changes may be subject to availability
- additional costs may apply
- changes may not always be possible

7. Third-Party Providers

Carefree Getaway may use third-party providers such as:

- hotels
- transport services
- activity providers

These providers operate under their own terms and conditions.

Carefree Getaway is not responsible for:

- third-party cancellation policies
- costs that are non-refundable due to external providers

8. Exceptional Circumstances

In certain situations, Carefree Getaway may consider refunds or flexibility, including:

- unforeseen emergencies
- significant changes in circumstances

Each case will be reviewed individually and handled reasonably.

9. Payment Terms

Payment arrangements will be agreed before the trip is confirmed.

This may include:

- deposits
- full payment before travel
- agreed payment schedules

Failure to meet payment terms may affect booking confirmation.

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10. Communication

All cancellations and refund discussions will be handled:

- professionally
- respectfully
- with clear communication

Carefree Getaway aims to resolve matters in a fair and timely manner.

11. Disputes

If there is a disagreement regarding cancellation or refund:

- the matter can be reviewed internally
 - the Complaints Procedure may be followed
-

12. Policy Review

This policy will be reviewed:

- annually
 - when operational or legal requirements change
-

13. Declaration

Carefree Getaway Limited is committed to managing cancellations and refunds in a fair, transparent and professional manner, ensuring clarity for all parties involved.

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