



ROOKHOW
Quaker Meeting House and Bunkbarn

ROOKHOW CANCELLATIONS

Retreat Away Groups

Damages deposit

£150 is charged per stay as a refundable damages deposit. If there are any damages or additional cleaning needed, a reasonable amount will be taken off the deposit.

Booking deposit

Retreat Away groups are asked to pay £100 booking deposit when they accept the grant and the date is set. For 100% funded groups it would be £100 of their damages deposit.

Cancellations

Up to 6 weeks before arrival: full refund to the group, minus the £100 booking deposit (from 1st September 2025 this will be 8 weeks)

4-6 weeks before arrival: 50% refund, minus the £100 booking deposit (from 1st September 2025 this will not apply)

Less than 4 weeks before arrival: no refund; full amount retained by Rookhow, unless cancelled by Rookhow or due to any governmental restrictions (from 1st September 2025 this will be 8 weeks)

In the event of a new booking being made by a different person for a cancelled date, Rookhow will return the balance to the original group and retain the £100 booking deposit plus £100 as an administrative fee (so £200).

Postponed bookings

Groups are able to postpone their booking up to 6 weeks before (from 1st September 2025 this will be 8 weeks). After that they would be treated as a cancelled booking. The group would have to pay the balance and the grant would be returned to the pot. If the group wanted to stay at a later date they would have to apply to the Retreat Away Fund with a new application in the next round.

Updated 28/1/25