

Refund Policy for J T Fox Homes Limited

Registered address: St Hybalds Church, Manton, Gainsborough, Lincolnshire DN21 4JT

Company no: 16374745

Registered in England and Wales

Booking Cancellations Terms and Conditions

1. Guest Cancellation Policy

Refunds for cancellations are subject to the cancellation policy at the time of booking through J T Fox Homes Limited

Unless otherwise stated in the listing:

- Full refund for cancellations made at least 14 days before check-in
- 50% refund for cancellations made between 8 to 13 days of check-in
- No refunds given for cancellations made 7 days before check-in, after check-in or for any unused nights

Guests are encouraged to review the cancellation terms carefully before confirming their reservation.

2. Non-Refundable Circumstances

Refunds or partial refunds will not be provided for:

- Change of mind
- Early departure
- Unused nights
- Weather conditions outside the host's control
- Travel delays or transportation issues
- Failure to comply with our excluded holiday let agreement and house rules that result in termination of your stay

3. Host Cancellations

In the unlikely event that the Host is required to cancel a booking prior to the scheduled arrival date, the Guest will be entitled to a full refund in accordance with J T Fox Homes Limited's Refund Processing Policy.

Should the Host be required to cancel a booking during the Guest's stay due to unforeseen circumstances, a refund will be provided for any unused nights, calculated on a pro-rata daily basis. No refund will be issued for nights already occupied by the Guest.

4. Property Issues

If guests experience any issues during their stay, they must notify the host immediately to allow reasonable opportunity to resolve the matter.

Any refund requests relating to cleanliness, maintenance, or amenities may only be considered if:

- The issue is reported promptly during the stay
- Supporting evidence is provided where appropriate
- The host is given reasonable time to address the concern

Refunds and partial refunds will be given at the discretion of J T Fox Homes Limited

5. Damage or Rule Violations

No refunds will be issued where:

- House rules detailed in the excluded holiday let agreement and house rules are violated
- Guests are removed from the property
- Damage is caused to the property
- Unauthorised parties, smoking, drug use or pets occur where prohibited

6. Force Majeure

Refunds for events beyond the control of both host and guest (including natural disasters, government restrictions, or emergencies) will follow J T Fox Homes Ltd applicable policy as detailed in the booking cancellations terms and conditions.

7. Processing of Refunds

Approved refunds will be issued to the original payment method (for example, Stripe or bank transfer) and may take up to 7 working days to appear, depending on the guest's payment provider. Refunds are calculated on a pro-rata daily basis.

8. Agreement

By booking and staying at the property, guests acknowledge that they have read, understood, and agreed to the Damage Deposit Terms & Conditions, Refund Policy and the Excluded Holiday Let Agreement and House Rules.

Refund Policy for Art Lane Property

Registered address: 2 King Street, Winterton, North Lincolnshire, DN15 9RN

Mr C P Clayton, Mr A C Lugsden, Mr T S Fox trading as Art Lane Property

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Refund Policy for MJ Smart Stays Limited

Registered address: The Cottage Brook Lane, Scawby Brook, Brigg, North Lincolnshire, United Kingdom, DN20 9JY
Company no: 17299306
Registered in England and Wales

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Refund Policy for J M Fox Living Limited

Registered address: 50-54 Oswald Road, Scunthorpe, England, DN15 7PQ

Company no: 17435286

Registered in England and Wales

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