



Cancellation policy

You may cancel up to **2 hours of bookings per day** without incurring a room hire charge, provided you give the required notice:

Full Members: 24hrs notice

PAYG: 48hrs notice

Cancellations exceeding these limits will be charged at 50% of the full room hire rate. We therefore ask that you avoid making 'placeholder' bookings of more than 2 hours.

We understand that occasionally circumstances arise which mean you need to cancel more than the usual allowance. If this happens, please get in touch - we're always happy to consider exceptional circumstances and may reduce or waive the additional charge at our discretion.

Prepaid advance bookings

Available to Full Members only

To avoid being charged, a Prepaid booking must be cancelled **before the payment due date - the 1st of the month preceding the booking**. Once payment is due, cancellations are non-refundable.

Cancellations by us

In exceptional circumstances, we may need to cancel or change a booking. Wherever possible, we will give at least **one week's notice** and discuss any proposed changes with you beforehand.