



Cancellations & Amendments

Cancellation & Amendments by you

A "substantial change" means a change of date, a change to duration of stay or a reduction in the number of rooms or people attending by 25% or more to what was originally booked. Any substantial change or cancellation of a booking must be notified immediately to DR verbally, and then in writing to Delphi Resort, Leenane, Connemara, Co. Galway. Notice of cancellation or substantial change will only be effective on the working day that it is received in writing by DR. A working day is any day Monday to Friday other than bank and public holidays in Republic of Ireland. Subject to the minimum numbers clause below, DR shall be entitled to charge a cancellation/substantial change fee against the total contracted business (accommodation, meals, activities) according to notice received as set out below:

Notice Given:	Cancellation/Substantial Change Fee:
13 - 25 weeks prior	25%
6 - 13 weeks prior	50%
0 – 6 weeks prior	100%

Guaranteed minimum numbers (of teachers and students attending) must be received from you in writing 6 weeks prior to arrival. If fewer than the guaranteed minimum number of persons attend you will be charged for the guaranteed number. If more than the guaranteed minimum number attend, you will be charged according to the total number attending. DR cannot be responsible for service to a number in excess the guaranteed minimum number. If any dispute arises as to the number of those who attend, DR shall determine the number and such determination shall be binding and final on both parties.

Attendees with confirmed reservations who do not stay for all reserved nights will be considered non-arrivals and a 100% charge will apply in respect of any night(s) which such attendee does not stay.

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DR reserves the right to alter the accommodation to be provided to you (or other terms relating to the booking), provided that such alteration does not (in DR's reasonable opinion) materially and adversely affect the booking.

DR reserves the right to cancel a booking if:

- i) the booking might prejudice the reputation of DR (in these circumstances you will be refunded any payments made); or
- ii) if you are in arrears of payment.

You agree that DR may accept verbal amendments to the arrangements given by anyone acting or purporting to act on your behalf and you agree to pay for any additional services so provided.

If a student cancels due to illness, a refund of full fees less deposit may be made if a medical certificate is provided.