

FLO'S UPDATED ROOM HIRE POLICY MARCH 2020:

We appreciate many people will need to cancel their room bookings at Flo's. We are working hard to find solutions which enable you to do this- bearing in mind that Flo's also relies on these payments for our income. It is up to the hirer to contact Flo's if they would like a postponement or a refund- we will reply to your email as quickly as we can.

- A) **Hirers who have booked a room at Flo's prior to the 14th of March 2020:** Hirers who booked a room at Flo's before the 14th of March (the room hire date can be at any time in 2020) are eligible for a postponement or a refund of their booking. This applies to everyone who has made bookings for 1 event, or up to 5 events only- if you have made more than 6 bookings see point C) below.

There are a few options of how to proceed, please let us know which one you'd like to take up:

1. Postpone your event. You will be issued with a unique code through which you can redeem your booking at a later date. The new booking will be equal (which room and how long) to your original booking. This option is the best for Flo's as it supports us to minimise financial losses during this challenging period.
2. Refunds for events in 14 days time or less: for hires cancelled 14 days or less before the event was scheduled, we can pay you a 50% refund.
3. Refunds for events in 15 days time or more: For events cancelled which are scheduled more than 15 days in advance, we can offer a 100% refund.

What you need to do next:

- Please email us and state the name, time, date, booking length and invoice number of your hire. Email us on: bookings@floxford.org.uk
- Please let us know which of the three options you are opting for. If you opt for a refund, please be aware that we're processing a lot of changes at Flo's at the moment, so it may take a while for you to receive your refund.

B) For booking made after the 14th of March 2020, our regular room hire policy applies. Please [see this here.](#)

C) For bookings of 6 or more instances: This policy does not apply to all long term bookings and we request that you contact Flo's if you have made a regular long term booking. We will seek to come to a settlement that suits us both in these highly unusual circumstances. Email us on bookings@floxford.org.uk

Wishing you all the best, stay safe and well.

The team at Flo's.

19TH MARCH 2020.