

### **Notice of right to cancel**

This notice is provided to you because you are about to enter into the contract for the provision of services and/or goods, to which the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 apply.

#### *Right to cancel*

You have the right to cancel this contract within 14 days without giving any reason.

The cancellation period will expire after 14 days from the day of the conclusion of the contract.

#### *Instructions for cancellation*

To exercise the right to cancel, you must inform us by email [jane.bingham@thecheshiregarden.co.uk](mailto:jane.bingham@thecheshiregarden.co.uk) of your decision to cancel this contract by a clear statement.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

#### *Effects of cancellation*

If you cancel this contract within the cancellation period, we will reimburse all payments received from you.

We will make the reimbursement without undue delay, and not later than:

- a. 14 days after the day we receive back from you any goods supplied, or
- b. (if earlier) 14 days after the day you provide evidence that you have returned the goods, or
- c. If there were no goods supplied, 14 days after the day on which we were informed about your decision to cancel this contract.

We will make this reimbursement using the same means of payment as you used for the initial payment, unless you have expressly agreed otherwise; in any event you will not incur any fees as a result of the reimbursement.

#### *Return of goods*

You shall send back the goods or hand them over to us without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from the contract to us. The deadline is met if you send back the goods before the period of 14 days has expired. You will have to bear the direct costs of returning the goods. You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

#### *Request to start work during cancellation period*

If you asked us to begin the performance of the services during the cancellation period, and you then cancel within the cancellation period, you will pay us an amount which is in proportion to what has been performed until you have communicated to us your cancellation from this contract, in comparison with the full coverage of the contract.

If you asked us to begin the performance of services during the cancellation period and the service is fully performed during the cancellation period, you will lose your right to cancel and will be liable to pay the full price under the contract.