

# Refund & Cancellation Policy – Rushton's Rustic Hire

**Last updated: 20.11.2025**

## 1. Customer Cancellations

- The deposit is non-refundable after the 14 day cooling-off period.
- If you cancel more than 12 months before the event, you will receive a refund of any payments made, minus the deposit.
- If you cancel 6-12 months before the event, 25% of the outstanding balance will be required.
- If you cancel 3-6 months before the event, 50% of the outstanding balance will be required.
- If you cancel less than 90 days before the event, no refund will be issued and you will be required pay 100% of the outstanding balance.

## 2. Date Changes

- We will accommodate date changes where possible, subject to availability.
- If the new date is unavailable, the cancellation policy above will apply.

## 3. Business Cancellations

We may cancel in rare circumstances such as:

- Serious safety concerns
- Severe weather preventing delivery
- Illness or emergency
- Unforeseen business disruptions

If we cancel:

- You will receive a full refund, including booking fee.
- We are not liable for additional external costs (venue, suppliers, etc.).

## 4. Damaged or Lost Items

Replacement fees will be charged for:

- Broken or missing items
- Water damage
- Unauthorised alterations
- Stains or heavy wear beyond normal use

Fees vary by item and will be discussed upon booking.

## 5. Refund Processing

Refunds will be issued within 10 working days to the original payment method.

