A V I C E N N A

H O M E S

# Cancellation & Refund Policy

ENGLISH | Draft for review - 13 October 2026

## 1. Scope

This policy applies to accommodation reservations made directly with Avicenna Homes through our website or by email. It summarises Sections 7 and 9-11 of our General Terms and Conditions. The terms provided when your booking is confirmed apply to your reservation.

## 2. How to cancel

Send your cancellation request to info@avicennahomes.com, including your booking reference, lead guest name and scheduled arrival date. The applicable charge is determined by when we receive your email before arrival.

## 3. Cancellation charges

| Notice received before arrival | Cancellation charge |
|---|---|
| More than 56 days | No cancellation charge. Full refund of payments made for the booking. |
| 42 to 56 days, inclusive | 50% of the total accommodation price. |
| Fewer than 42 days | 100% of the total accommodation price. |

The total accommodation price is the confirmed accommodation price for the entire stay, after any agreed accommodation discount. It does not include separately charged extras.

## 4. Payments, extras and refunds

Payments already received are applied towards the cancellation charge. If you have paid more than the applicable charge, the excess will be refunded. If you have paid less, the outstanding amount remains payable, subject to applicable law.

Charges for extras that will not be supplied will be refunded unless a separate, lawful cancellation condition was clearly disclosed and accepted before booking.

Refunds will be made using the original payment method where possible, unless another method is agreed. Processing and bank settlement times may vary; contact us for the status of your refund.

## 5. Booking changes and unused nights

Requests to change dates, accommodation or guest numbers must be submitted by email. Changes depend on availability, any applicable price difference and our written confirmation. If a change cannot be accommodated, the original booking remains in place unless you cancel it under this policy.

Non-arrival is treated as a cancellation on the arrival date. Voluntary late arrival or early departure does not reduce the agreed accommodation price, subject to mandatory legal rights.

## 6. Missed payment deadlines

A 30% deposit is required within 48 hours of the payment request. If it is not received, the provisional reservation may be cancelled and released. The balance is due no later than 7 days before arrival. For bookings made within 7 days of arrival, full payment is required by the deadline in the payment request.

If the balance is not received by its due date, we may cancel after notifying you. Subject to applicable law, the deposit will not be refunded in that situation. It is credited against the applicable cancellation charge and is not an additional penalty.

## 7. Cancellation by Avicenna Homes

If we cannot provide your confirmed accommodation, we will inform you as soon as possible. We may offer alternative accommodation or dates, which you may accept or decline. If you decline, or no suitable alternative is available, we will refund payments received for accommodation and services we cannot provide. This does not restrict any further remedies available under applicable law.

## 8. Your rights and contact

This policy does not limit mandatory rights under applicable law. For cancellation requests or refund questions, email info@avicennahomes.com.