

The Hook Norton Brewery

Refund Policy – Brewery Tour & Tasting via Checkfront online bookings

March 2017

Rescheduling a tour

In the unfortunate event of being unable to make your tour booking, we will try our best to accommodate your party at another available time slot.

Please do this by making contact with the Visitor Centre either by:

Phone: 01608 730384

Email: vc@hooky.co.uk

There is no booking or alteration charge for this service.

Cancellation and Refunds

If you wish to cancel your reservation, you **must do so at least 7 days before** your scheduled tour date to receive a full refund.

Please do this by making contact with the Visitor Centre either by:

Phone: 01608 730384

Email: vc@hooky.co.uk

If you wish to cancel your reservation within 7 days of the start of your tour please contact us and we will happily refund you the full amount on the basis that we can successfully re book your spaces.

This will be refunded to the card that was used to book the tour online, and we will issue you a refund receipt to the email address used to make the reservation.

It may take several working days for the refund to appear in your bank account.