

CANCELLATION POLICY



45 ORCHARD STREET
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WWW.SPACESTORE.CO

This policy refers to private experience and event bookings only (e.g. Birthday parties, private groups, etc.):

All experiences booked and paid for via the following organisations: Virgin Experience, Buy a Gift and Red Letter Days are non-refundable. Please be aware that your voucher expires after 12 months and activities must be booked and completed within this time. Please refer to the suppliers website for full cancellation details.

All experiences booked and paid for direct with Space Store need to be paid in full at the time of booking and are non-refundable.

In the event that you are unable to attend your booking/event due to illness and you have advised within 24 hours of your booking, it may be possible to reschedule your activity (subject to availability). Please be aware, where events are rescheduled more than once, an admin fee of £5 per person will apply. To contact us regarding your booking please call +44 (0) 7949 178040 or +44 (0) 1235 812400 (Weekends).

In the event of extreme circumstances or where advance notice was not possible, Space Store will consider rescheduling the experience or a credit note or refund, which is at the manager's discretion.

Late arrivals of over 30 minutes are treated as a no-show and no refund will be offered under these circumstances.

If for any reason Space Store is required to cancel your booking, we will host your activity on a rearranged date.

Date of issue: Feb 2022