



Booking terms and conditions

1. Booking

Bookings cannot be accepted from persons under 18 years of age.

No bookings are valid until confirmed by us in writing (including by email).

Once a booking is confirmed it cannot be changed, unless agreed by the Owner. Please contact us and we will try our best to accommodate your needs or move you to another date if possible. However, please note that there may be additional charges should the notice you provide be insufficient as per our cancellation policy.

2. Booking Fees

When making a booking you will be required to pay 100% of the cost up front to secure the property. There are no additional charges or booking fees to pay.

3. Owner Cancellations

If we cannot make the Property available to you for whatever reason, we will contact you as soon as possible to try to find suitable alternative accommodation. If this cannot be provided, we will arrange a full refund. We will not, however, be responsible to pay any compensation or expenses as a consequence of such an event.

Should the hot tubs be out of service for whatever reason, this additional fee will be refunded in full.

4. Guest Cancellations

If you decide to cancel your stay with us, you may be entitled to a partial refund.

This refund will depend on the amount of notice you provide.

If, for whatever reason, we are unable to make the property available on your chosen date, then a full refund will be provided. In all other circumstances, the refund will be calculated as follows:

21 or less days' notice – No refund due

22-40 days' notice – 10% of the total accommodation cost

41-59 days' notice – 20% of the total accommodation cost

60-78 days' notice – 40% of the total accommodation cost

If you provide 79 days' notice or more, your accommodation cost will be refunded by 75%.

If a refund is due we will aim to return the applicable amount within 14 working days of cancellation.



5. Holidaymakers' Responsibilities

You will ensure that you and all Holidaymakers in your party will:

- act responsibly and carefully whilst at the Property, ensuring that you follow any property specific rules and leave the Property, and all things in and around it, in the same state of repair and cleanliness as when you joined us;
- report any damage or breakages made and pay for damage if applicable (with the exception of wear and tear);
- not smoke at the Property or allow anyone else to smoke;
- at all times follow any applicable laws and local or Government guidance and ensure that no Holidaymaker or guests act in any illegal way, or in a way that may cause unreasonable damage, noise or disturbance;
- not enter the Property before the agreed arrival time and leave the Property before the agreed departure date and time (on occasion we have allowed guests to arrive slightly early – for example during the winter months – so please contact us and we will try to accommodate your needs);
- secure the Property (including all windows and doors) when you leave.

We will be entitled to make a reasonable charge where Holidaymakers have failed to comply with these responsibilities. In cases of a serious breach, Holidaymakers may be asked to leave early without any compensation or refund.

6. Owner's Responsibilities

We will ensure that:

- the Property is clean and ready for you by the stated arrival date and time;
- suitable arrangements are made for you to access the Property to the best of our ability. (Please understand that, due to the animal sanctuary, there may be rare occasions where this is not possible, however we will ensure that you are made aware of any issues prior to your arrival);
- we can be easily contacted (at reasonable times);
- we, and the Property, comply with all applicable laws and regulations (including health and safety regulations);
- adequate liability insurance is in place in respect of the Holidaymakers' stay; and

- all Holidaymakers will have exclusive access to the Property for the duration of the holiday (although you must allow the Owner or any representative, access to the Property if reasonably required).

7. Pets

Dogs are permitted at our properties (at an additional charge of £20 per dog).

If you have an allergy to dogs, please be aware that we cannot guarantee that a dog has not recently stayed in a particular Property. We cannot accept responsibility for any suffering which may occur as a result of such animals having been present in a Property.

The following dog terms apply:

- Dogs must be under strict control at all times;
- Any fouling must be cleared up immediately;
- The owner must bring the dog's bed;
- Dogs must not be left alone at any time;
- Dogs must not lie on beds or furnishings, and hair must be cleared before you leave (as per section 5);
- Dog owners must ensure that their pets are free from parasites and fleas before they occupy the Property. Failure to do so may incur subsequent charges (as per section 5);

You will be liable for any damage caused by any dogs. Any damage is to be reported to the Owner immediately. Any additional cleaning required, that may incur additional charges, will be at the Owner's discretion.

8. Accuracy of Information

All information on our Website, social media accounts and other channels has been compiled as accurately as possible. However, facilities may be altered or withdrawn (especially on our “things to do and see” pages) for reasons outside our control, in which case we cannot accept responsibility.

Every effort has been made to ensure that the Property details presented are accurate and that the availability and pricing of the Property is correct. Mistakes can occur and we reserve the right to rectify any errors (including pricing errors) within 5 business days from the date of the booking.

11. Complaints Procedure

If you have any complaints at all concerning a Property, please speak to the Owner, who will do their best to resolve the complaint, where possible. It is important that you raise any complaint while you are still at the Property.

12. Communication

Please see our Privacy Policy which explains how we will process your personal data.

Any and all electronic data transferred in relation to these terms and conditions remains our property and may not be replicated (in part or whole) without prior written permission from an authorised representative. Electronic data will not be preserved indefinitely by us.

13. Limitation of Liabilities and Legal

The contract to occupy the Property is made on the basis that the Property is to be occupied by the Holidaymakers - for a holiday (as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 or similar legislation in other jurisdictions).

When making a booking, you understand and acknowledge (on behalf of **all** Holidaymakers) that the tenancy granted by these terms is **not** an assured tenancy and that no statutory periodic tenancy will arise when it ends.

Once you have made a booking there is no “cooling off” period as the contract you have made is for accommodation services for a specific period of performance. You will, however, be entitled to a refund under our cancellation policy (section 4).

We can accept no responsibility whatsoever for personal injury to, or death of, Holidaymakers or anyone they invite to the Property, or loss of or damage to property, or for other matters over which we have no control.

Nothing in these terms and conditions will limit our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our or the Owner’s negligence or the negligence of our or their employees, agents or subcontractors, or for fraud or fraudulent misrepresentation.



Any dispute, claim or other matter which may arise in relation to your booking will be governed by English law and you agree that any dispute will be dealt with exclusively by the courts of England and Wales.

