

**The Wild Hart**  
**Booking Terms and Conditions**

**Thank-you for choosing to book with us – we hope that you will enjoy your stay.**

**The following terms and conditions apply to your booking. They form the terms of a legally binding contract between us and you.**

1. **BOOKINGS/PAYMENT:**
  - a. Your booking will be complete when we acknowledge receipt of your booking form and deposit. Prior to that the booking will only be regarded as provisional. Provisional bookings will be held for a maximum of 7 days only.
  - b. The balance of the money and the Security Deposit are due 8 weeks before the commencement of your holiday. Failure to pay this balance amounts to cancellation and we are entitled to re-let your accommodation.
  - c. If you book within 8 weeks of your arrival you will be required to pay the full amount due for the whole of your stay.
  - d. We accept payments by cheque, credit and debit card or bank transfer.
2. **CANCELLATION BY YOU:** If you cancel more than 12 weeks before arrival you will lose your deposit, but will not be charged for the remainder of the booking. If you cancel 12 weeks or less before arrival you are liable to pay the full balance for the whole of your booking, less any costs saved by us as a result of your cancellation, for example if we are unable to re-let your accommodation. If in either case we do re-let the accommodation you will be refunded any monies paid minus any costs incurred in achieving a new booking.

Cancellations must be made initially by telephone and then confirmed in writing. We recommend that you take out travel insurance which provides for cancellation cover and if you think you may have to cancel we advise discussing this with us immediately as this gives us the best opportunity to re-let the property for you.
3. **CANCELLATION BY US:** In the unlikely event that we are forced to cancel your booking we will attempt to offer you alternative accommodation. If suitable accommodation is not available (or acceptable to you) then we will refund all monies already paid by you and confirm that you will not be liable for any further payments.
4. **AMMENDMENTS BY US:** We believe the information in our brochure and website to be honest and accurate, but reserve the right to alter the details at any time. We will always endeavour to inform you of any significant changes to the published accommodation at the time of booking.
5. **CARE OF PROPERTY (DAMAGE AND BREAKAGES):** We are sure that you will take care whilst you stay with us and we acknowledge that accidents sometimes happen but we ask that damages, loss or major breakages are notified to us immediately. We reserve the right to charge for any damage, loss or breakages and deduct these from the security deposit. If the damage is discovered after you depart you will be notified in writing as soon as is reasonably practicable. We also reserve the right to charge if we are unable to re-let the accommodation as a consequence of the damage.
6. **SECURITY DEPOSIT (Stone Cottage and Hart Barn only):** A security deposit of £100 is payable by cheque 8 weeks prior to arrival and will be refunded within 14 days of your departure unless there has been a breach of our Damages and Breakages, Smoking, Occupancy or Pet policies (or if a cleaning charge is levied on departure.). Where there has been a breach of these policies then charges will be deducted from the security deposit and any balance will be refunded to you. If the charges payable by you exceed the amount paid under the security deposit, then you will remain liable for the balance.
7. **ARRIVAL/DEPARTURE:**

**Stone Cottage and Hart Barn:** Your accommodation will be available to you from 4pm on the arrival day. You are required to leave by 10.30am on the day of departure.

**Willow Cottage:** Your accommodation will be available to you from 3pm on the arrival day. You are required to leave by 10.00am on the day of departure. If you fail to do so, we reserve the right to charge for any loss we incur as a consequence of this. The accommodation must be left in a clean and tidy condition and we reserve the right to charge you if in our opinion the accommodation needs additional cleaning than would otherwise be reasonably expected.
8. **MAXIMUM OCCUPANCY:**

**Stone Cottage:** The maximum occupancy of Stone Cottage is 6 including all children. Christmas and New Year weeks the maximum size of the party is 5. The party can contain up to 3 children only.

**Hart Barn:** The maximum occupancy of Hart Barn is 2.

**Willow Cottage:** The maximum occupancy of Willow Cottage is 3 including all children.

All sleeping spaces must be in beds provided, no temporary beds or sofas may be used. This must not be exceeded and additional overnight guests must not be accommodated on our property under any circumstances. We reserve the right to charge where if this policy is breached.
9. **SMOKING POLICY:** All properties are No Smoking and No Vaping establishments.
10. **PETS: Stone Cottage and Hart Barn:** Sorry, we do not accept pets and pets must not be brought on site  
**Willow Cottage:** One small well-behaved dog over 12 months is accepted and this must be declared on the booking form and the additional charge paid. In order for no problems to occur we ask pet owners to ensure:
  - a) That the dog is not left unattended in the property at any time.
  - b) The dog must not be allowed to sit or sleep on furniture.
  - c) The dog is not allowed to roam free in the garden.
  - d) There is no sign of the pet evident in the property or grounds upon departure.
11. **BREACH OF CONDITIONS:** We reserve the right to ask you to leave immediately should conditions 8,9,10 be breached and guests will not be entitled to a refund for the balance of their stay.
12. **ACCESS:** We shall be allowed access to the property at any reasonable time during the holiday occupancy with your prior permission, unless there is an emergency, when we reserve the right to immediate access.
13. **LIABILITY:** We do not accept any liability for damage to your property or injury to you (or other members of your party) whilst on our premises unless caused by the negligence of us or our employees.
14. **DATA:** Any data collected as a result of your booking will be stored in accordance with the provisions of current data protection legislation. We will never share your data with any third party and no financial information is ever retained.
15. **COMPLAINTS:** We truly hope that you will never need to complain, but if there are reasonable grounds then you must inform us immediately (during your stay) so that appropriate action can be taken.
16. **LAW:** Any dispute between us will be governed by the non-exclusive law of the English Courts.