

## The Wild Hart - Booking Terms and Conditions

The New Normal Revision 6/3/23

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

**We are not ones for masses of rules and regulations however we do need to let you know the basic terms and conditions that apply to your booking and form the legal contract between us and you.**

1. **BOOKINGS/PAYMENT:**
  - a. Your booking will be complete when we acknowledge receipt of your booking form and deposit.
  - b. The balance of the money and the Security Deposit are due 8 weeks before the commencement of your holiday.
  - 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. If we do re-let the accommodation you will be refunded any monies paid minus our admin charge of £25 plus 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. Postponements are treated like cancellations unless we are confident we can re-let the original booked dates, in which case we just apply a £25 admin charge.
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. **CURTAILMENT BY US:** If we feel the property is being abused in any way we reserve the right to ask you to leave. With covid still amongst us we reserve the right to ask guests to leave ahead of normal departure times to allow for extra deep cleaning and thorough ventilation of the property prior to the housekeeper entering and new guests arriving. We appreciate guests' co-operation with this and strongly advise that all guests purchase travel insurance that covers curtailment of their stay due to covid or other unpredicted event. In all cases refunds are not given.
5. **AMMENDMENTS BY US:** We believe the information in our website to be honest and accurate, but reserve the right to alter the details at any time. We endeavour to inform you of any significant changes to the accommodation at the time of booking.
6. **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 or have to compensate incoming guests as a result.
7. **CLEANING:** Our properties are presented immaculately and to ensure this is the case for every guest we ask that the accommodation **is left in a clean and tidy condition and that the additional requirements since Covid-19 are complied with** and we reserve the right to charge you if in our opinion the accommodation needs additional cleaning than would otherwise be reasonably expected. Minimum charge is £25. If you just want to pack and walk out, please discuss this with us prior to your stay and we can book and simply charge the extra cleaning time.
8. **SECURITY DEPOSIT:** 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, Cleaning or Pet policies. 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.
9. **ARRIVAL/DEPARTURE:**

**All Cottages:** Your accommodation will be available to you from 4pm on the arrival day and please leave by 10.00am on the day of departure. We ask that guests leave promptly and late departures could incur extra costs.
10. **MAXIMUM OCCUPANCY:**

**Stone Cottage:** The maximum occupancy of Stone Cottage is 6: Comprising of a maximum of 4 adults and up to 2 children. The party can contain up to 2 children under 18 only.

**Hart Barn and Hares Garth:** The maximum occupancy of is 2.

All sleeping spaces must be in beds provided, no temporary beds or sofas may be used. 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.
11. **SMOKING POLICY:** All properties are No Smoking and No Vaping establishments.
12. **PETS:** Sorry, we do not accept pets in any of our properties and pets must not be brought into the cottages or their gardens.
13. **BREACH OF CONDITIONS:** We reserve the right to ask you to leave immediately should conditions 10,11,12 be breached or we feel that the property is being damaged or abused and guests will not be entitled to a refund for the balance of their stay.
14. **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. We will be respectful of guests safety.
15. **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.
16. **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.
17. **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.
18. **LAW:** Any dispute between us will be governed by the non-exclusive law of the English Courts.