

# Terms and Conditions for The Courtyard & The Hedgerow at Wainhill

We are a family run business taking great pride in the quality and standard of our lodges and accommodation. We aim to provide a professional and friendly service to all our guests and we are always happy to answer any queries both prior to, and during your visit. We work hard to ensure that The Courtyard B&B rooms and The Hedgerow holiday let lodge are meticulously cleaned and prepared for your stay.

These are our terms and conditions which we kindly ask you to read and respect.

## Booking Conditions & Deposit

Please note that all bookings are provisional until (1) we send you confirmation of booking (usually within 48 hours) via email (the "Confirmation"), and (2) we receive from you a deposit of 50% of the total cost of booking (the "Deposit"). If you book within 28 days of the first day of your stay, then you pay the full cost of your stay at the time of the booking. By making a booking with us you undertake to abide by our terms and conditions.

Once we have issued a Confirmation for direct bookings, subject to your right of cancellation set out below, you are liable to pay the balance between of the total price of the hire including any extras shown on the Confirmation, less any Deposit already paid.

If you wish to amend your booking, please email us setting out the changes. These will be accommodated if possible, and the change to the booking will be effective when we send you an amended Confirmation.

## Payment of Balance

If your booking was confirmed following payment of a Deposit, the balance of the total booking cost ("The Balance") must be received by us 28 days prior to your arrival date.

Unfortunately, we are unable to accept credit cards so payment can be made by a BACS bank transfer, for which some banks may charge.

We advise you to take out cancellation insurance as Deposits and Balances once paid are non-refundable and non-transferable.

All prices include electricity, heating and all linens and towels.

## Cancellation

You must inform The Courtyard & The Hedgerow at Wainhill immediately if you wish to cancel your booking made directly with us.

### The Hedgerow

If you cancel your booking more than 28 days before the start of your stay in The Hedgerow at Wainhill, the Deposit will not be refundable, but the Balance of the cost of the hire will be refunded if already paid.

If you cancel your booking within 28 days of the start of your stay at The Hedgerow at Wainhill you will remain liable for the full cost of the hire of the property for the holiday period and neither The Deposit or The Balance will be refundable.

### The Courtyard

If you cancel your booking more than 7 days before the start of your stay in The Courtyard at Wainhill, the Deposit will not be refundable, but the Balance of the cost of the hire will be refunded if already paid.

If you cancel your booking within 7 days of the start of your stay in The Courtyard at Wainhill you will remain liable for the full cost of the hire of the property for the holiday period and neither The Deposit or The Balance will be refundable.

## Guest numbers

The number of people staying in any accommodation must not exceed the stated number booked. Typically, two people sharing a room at The Courtyard at Wainhill or two people sharing The Hedgerow at Wainhill.

Strictly no stag or hen parties or additional guests.

Please let us know the required number of beds to be made up. We assume one double for two people unless otherwise advised.

## Guest requirements

Please tell us if you have any special requirements e.g. dietary and allergies, etc. in writing before your arrival. We are happy to cater for most dietary requirements and all our bedding is hypoallergenic.

## Responsibilities

Extra cleaning will be charged at £15.00 per hour in the exceptional circumstance that guests leave the B&B rooms or The Hedgerow lodge and their contents in a state deemed unreasonable by the owners.

You are responsible for the property booked during your stay and are expected to take reasonable care of it and its contents.

The Courtyard & The Hedgerow at Wainhill reserves the right to charge for replacement items or repairs for any damages or losses. Damages, breakages or losses must be reported to us as soon as possible so that compensation can be agreed.

## Check in and Check out times

Check in time from 4.00 – 8.00pm for The Courtyard B&B and check out by 10.00am

Check in time from 3.00- 9.30pm for The Hedgerow lodge and check out by 10.00am

Please respect our cleaners' time. We will make a £20.00 charge per hour/part hour of delay. We reserve the right to come into the lodges after an hour.

Please let us know your estimated time of arrival to ensure we are here to welcome you.

Please be respectful of our neighbours when arriving back to the lodges after 10pm.

**Strictly no smoking or vaping indoors.**

## Dogs

Well behaved dogs are welcome with prior notice and at additional cost per night.

Dogs must not be left unattended at any time in the B&B rooms or The Hedgerow.

All dogs must be on a lead at all times when outside the garden areas. We have livestock in the fields and free range chickens.

## Liability

We do not accept liability for any damage, loss or injury to any member of your party, any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or agents acting on our instruction.

**Non-availability:** Your booking would only be cancelled by The Courtyard & The Hedgerow at Wainhill if the accommodation became unavailable for reasons beyond our control. We would then attempt to find you alternative accommodation, but if this was not possible, or unacceptable to you, then all monies paid by you would be refunded. Our liability will not extend beyond this refund.

## Internet access including WiFi

All accommodation includes Free Internet access via WiFi.

When booking one of our properties you accept all of our Terms and Conditions including agreeing to not use our Internet connection for any illegal purposes including but not limited to spamming, hacking, downloading or uploading any data deemed illegal in the U.K. You also accept that we have the right to terminate your access at any time.

## Supervision

Children must be supervised at all times but particularly nearby animals and livestock.

Any queries, please call 07815 562921 or email [katrina@rowton-lee.co.uk](mailto:katrina@rowton-lee.co.uk)

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