

# Terms and Conditions

## **Payment Details**

For all bookings we require credit/debit card details. We will send you an email or letter confirming the booking. The balance is due on departure. We do not take deposits for bookings unless there is a special event which is in high demand; we will inform you of any non-refundable deposit required at these times.

We accept the following forms of payment: cash, debit card, credit card. If payment is made by credit card, we wish to point out that we charge 2.5% on all credit card and overseas card transactions. There is a small administration charge of £2.00 for each debit card transactions. You can avoid these charges by paying cash.

Prices are per room per night and include Full English breakfast and all taxes.

## **Cancellation**

In the unlikely event of your booking being cancelled or curtailed, we are entitled by Law to charge for booked accommodation not taken up.

If cancellation occurs within 7 days of arrival the full amount of the booking will be charged. We will endeavour to re-let the accommodation on your behalf and, if successful, will refund the cost less the cancellation fee of £10.00.

To avoid misunderstanding, we recommend all our guests to insure against cancellation.

## **Arrival & Departure**

Check in times is after 3.00pm and before 6.00pm, please let us know if you will be arriving later. Please be ready to leave your accommodation by 10.30am on the day of departure, unless otherwise arranged. Your bill for the accommodation and any extras or services taken during your stay is payable on departure.

## **Damages and Breakages**

You are responsible and liable for any breakages or damages which you or any member of your party cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we reserve the right to make a charge to the guest's credit/ debit card, or we may send you an invoice, for repair or making good if the damage or breakage is significant. We may make an additional charge if you did not report this.

## **Liability**

We do not accept liability for damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

**Pets**

No pets are allowed in the house. We do take pets in the log cabin by arrangement.