

Terms And Conditions

Payment Details

For all bookings we require credit/debit card details. If you do not have a card number we will accept a £50 cheque/ postal order to confirm the booking. Any cash deposits must reach us within 7 days of making the booking. We will send you an email or letter confirming the booking. The balance is due on departure. We accept the following forms of payment: cash, debit card, credit card. If payment is to be made by credit card, we wish to point out that we charge 2.5% on all credit card transactions. 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 a cancellation fee of £30.00 per room will be charged against the card details provided. Cancellation within 48hrs of arrival (or non-arrival or curtailment of stay) will result in the full amount being charged. We will endeavour to re-let the accommodation on your behalf and, if successful, will refund the cost less the cancellation fee of £30.00. Deposits are non-returnable if cancellation occurs within 7 days of arrival and we are unable to re-let the accommodation. To avoid misunderstanding, we recommend all our guests to insure against cancellation.

Non-availability

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

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.