



## **Woodlands Accommodation Booking Contract** **Terms and Conditions**

### **General**

This is a legally binding contract between the Property Owner, Glen Lodge Bawburgh Limited and the Guest. The property owner is also referred to as "we" and "us".

The guest is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the booking party accept and adhere to these terms and conditions. The guest is also referred to as "you".

The property referred to being Woodland Cottages, Marlingford Road, Bawburgh, Norfolk, United Kingdom.

By paying a booking deposit the guest is agreeing to abide to the terms and conditions set out within this document.

### **Booking deposits and balances**

A non-refundable booking deposit is payable within 2 weeks of the provisional booking being taken. If booking online the booking deposit is payable at the time of booking. The booking is taken on a provisional basis until the deposit has been paid in full. The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice.

The balance of the rental charge, is payable no less than 2 weeks prior to the stay. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the stay by the guest.

Breakage/security deposits are taken at the point of check-in.

Bookings made less than 2 weeks prior to the arrival date must be paid in full at the time of booking.

### **Cancellation by the guest**

If you wish to cancel your reservation, you must do so prior to 1 week before arrival. Booking deposits received are non-refundable, however they are transferable within 6 months from the date of cancellation.

Cancellation of the booking by the guest should be made online or via email to [reservations@bawburgh.com](mailto:reservations@bawburgh.com).

In the event of a cancellation, we will attempt to re-let the property and if successful, a partial discretionary refund of the deposit may be made.

### **Cancellation by the Property Owner**

The property owner will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes not available and the property owner has to cancel the booking, the property owner will endeavour to find the guest suitable alternative accommodation. If suitable alternative accommodation cannot be found, the guest shall be entitled to a full refund. The property owner shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

### **Miscellaneous**

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The guest accepts that no refunds are available for such discrepancies.

The property owner and their staff reserve the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

The property owner is entitled to ask the guest to leave the property without any refund if, in the property owner's opinion, the behaviour of the guest and/or his/her party is unacceptable.

The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

### **Number of Guests**

The maximum number of people entitled to stay across all properties is 10 adult guests with the following capacity; Room 1 = 2 adult guests, Room 2 = 2 adult guests, Room 3 = 2 adult guests, Room 4 = 2 adult guests, Suite = 2 adult guests. Children under the age of 16 may be added, with prior confirmation and additional charge, to some of the rooms.

Only those people named on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the guest and his/her party will be asked to leave immediately without any refund. Sub letting or assignment of the let is prohibited.

### **Pets**

Pets are not allowed at the property.

### **Arrival and Departure Time**

Every effort will be made to have the property available from 15:00 on the day of arrival. The property must be vacated by 11:00 on the day of departure. Late departure will result in an additional charge being made.

### **Liability**

The property owner takes no responsibility for the personal possessions of the guest or the guest's party. Vehicles and possessions are left entirely at the risk of the guests.

Children must be supervised at all times.

### **Cleaning**

We would like to think the guest and party would treat the property with respect and at the end of the stay the property is left in a tidy condition. The property owner retains the right to make an additional charge for cleaning should the property not be left in a reasonable condition.

### **Breakages**

The guest should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the stay. Any accidental damages or breakages should be reported to the property owner (or their representative) prior to departure. The property owner retains the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for.

### **Complaints**

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the guest to make any such problem known to the property owner/staff immediately as it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.

### **Return of Breakage Deposit**

Your breakage deposit, minus any deductions, will be returned to you within 1 week of the departure.