

## **Terms and Conditions.**

### **Bookings and Payments**

Terms and Conditions must be confirmed before your booking can proceed.

The booking is deemed to be complete once the terms and conditions have been accepted, deposit has been paid and confirmation by us of the booking has been received.

To make a reservation, a 25% deposit is required at the time the booking is made.

Full payment will be required 4 weeks before your holiday. If payment is not received within this time limit, Nettle and Dock reserves the right to re-let your holiday booking.

If your booking is made less than four weeks from the start of your stay, the full amount of the holiday will be required.

Payment can be made by bank transfer or PayPal, details of which will be found on the invoice.

### **Cancellations and Refunds**

We recommend that take out your own holiday/cancellation insurance policy.

All cancellations must be immediately notified. If you cancel your holiday more than 4 weeks before it is due to start, then your deposit will be forfeited. If you cancel less than 4 weeks prior to the holiday, then the full balance remains due and is not refundable.

We will endeavour to re-let the accommodation should a cancellation occur. If we are able to re-let the accommodation, we will refund the cost of your holiday minus the 25% deposit. If we cannot do this, full payment for the holiday will be expected.

The deposit is non-refundable.

Once the booking is deemed complete, any change to the date or change of accommodation will be treated as a cancellation, unless otherwise agreed by Nettle and Dock.

It is the discretion of Nettle and Dock to offer an alternative date. If granted, the re-arranged date will be to the cost of the original holiday or greater if the price is more for that date. The alternative date will be in the low season and will exclude high season/school holidays.

In the unlikely event of the accommodation not being available due to fire, flood or other unforeseen circumstances, Nettle and Dock will seek to refund the full cost of the holiday but cannot accept further liability or responsibility in this event.

We cannot accept any liability or responsibility for delays, alterations or cancellations to the booking or related experiences outside our control.

## **Arrival/Departure**

Accommodation will be available from 3pm on date of arrival.

You are expected to vacate your accommodation by 10 am on the date of your departure.

As we are a family run site, we don't have a staffed reception area. An estimated time of arrival is required so we can prepare for your arrival.

Last Check-in is at 10pm on the day of your arrival. If you are arriving later, we will confirm with you if this can be accommodated.

The accommodation is limited to the number of people on the booking form. Although associated day guests are welcome.

Vehicles are left on site entirely at your own risk.

## **Facilities/Cleaning**

Please do not wear outdoor shoes in the shepherds hut or on the carpeted areas in the barn.

You are responsible for the cleaning and contents of your accommodation while you are with us including washing up, cleaning of BBQ grill, correct disposal of waste and recycling etc.

Accommodation is supplied with the correct amount (based on guest numbers) of bedding/towels.

Any additional bedding/towels required will be charged at a supplementary cost.

We do reserve the right to charge for breakages, loss and damages should they occur. We ask that you let us know if you are missing anything or if there are any breakages prior to vacating your accommodation.

The internet connection (within the barn property) is available (at no extra cost) subject to technical availability.

The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds.

All inventory must remain in the property it was in at arrival and not be taken to another property.

## **General Rules**

Guests are required to lock the doors and close the windows when they leave the property unoccupied.

It is the discretion of Nettle and Dock to cancel or refuse prior to, or during the stay, any booking from parties that we consider unsuitable for our site and/or our other guests without refund.

Respect and consideration to our neighbours and fellow guests must be observed at all times.

Smoking inside our accommodation is strictly forbidden. Smoking bins will be provided.

Nettle and Dock except no responsibility for injury, loss or damage to personal belongings or persons.

Children are the sole responsibility of the accompanying adult.

Children are not permitted to tend the fires of the stoves or the fire pit at any time.

Pets are not permitted in the accommodation.

This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.

Please note that in the event that any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.

### **Mailing List and Privacy Policy.**

We are compliant with the new GDPR regulations for storing data. A full privacy policy can be provided on request.

You will be given the opportunity at the end of your stay to join our mailing list if you have not opted to do so on booking. We will only contact you there after in regards to promotion, offers and events if you have opted in. You can unsubscribe from this mailing list at any time.

We do not pass your data to third parties unless otherwise given permission.

We are compliant with Payment Card Industry Data Security Standard (PCI DSS). All card payments are taken on a secure server and full details are not stored.