

Woodpecker Shepherds Hut Booking Terms & Conditions

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Bookings are subject to the following terms and conditions:

- A contract between you and us - the owners - will come into existence when payment is received, and a booking confirmation is issued showing the confirmed holiday dates. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- A non-refundable 25% deposit of the holiday cost is payable at the time of booking.
- Bookings made less than six weeks before your arrival date must be paid in full.
- The balance must be paid no later than six weeks before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation.
- All cancellations must be notified in writing. Your 25% deposit is non-refundable, however, if we are able to fill your cancelled booking, we will refund your deposit minus any costs incurred.
- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
- Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
- Security deposit – we do not ask for a security deposit. But do believe in trust, consideration and honesty, working on this basis, that any damages caused will be reported promptly to us by our guests, and suitable replacement or payment offered.
- No parties or events – the maximum number of persons using the accommodation at any time must not exceed 2 and only those listed on the booking form can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- (Note: No visitors due to insurance)
- Bookings cannot be accepted from persons under eighteen years of age.
- The owner reserves the right to refuse a booking without giving any reason.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.
- Tenancies normally commence at 3pm unless otherwise agreed and guests are required to vacate the rental by 10am on the day of departure. This

allows the accommodation to be thoroughly cleaned and prepared for incoming guests.

- Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by smoking will be at the expense of you the guest.
- Woodpecker is adults only no children.
- Pets – No Pets are permitted.
- Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. Please note our policy on consideration, trust and honesty. The accommodation will be inspected at the end of the holiday.
- Please do not move any furniture outside.
- Please remove dirty shoes or boots before entering the house.
- Please lock the doors and close the windows when you leave the property unoccupied.
- Please make sure you switch off any electrical appliances when you go out.
- Please don't take any bath towels away from the accommodation.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- The client may in no circumstance re-let or sublet the property, even free of charge.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds.
- No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.
- The owners are not responsible for the loss of any personal belongings or valuables of the guest.
- All inventory must remain in the property and not be taken to another property.
- Guests are responsible for their own safety and security.
- Please park your vehicles in the designated parking space. Parking is limited to 1 car or 2 motorcycles
- Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.
- We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.
- Barbecue – please use the designated barbecue utensils and disposable BBQ's supplied.
- Candles are not allowed inside the house.
- Check-out – we require a 10am checkout and ask our guests to empty inside bins into the designated outside waste bins. We ask that the property is left in a clean condition and dirty dishes washed.

- Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us/our representatives and we will endeavour to put matters right. Any complaints not reported to us/the property manager at the time and only reported after the client has returned from holiday will not be considered by the proprietor.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
- This property is privately owned, on our land and part of 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.
- As this is a working smallholding unaccompanied access to areas other than the access track and your Shepherds Hut paddock is not permitted.
- Feeding of the animals unless under our supervision is not permitted.
- Finally – we ask that when entering and leaving the smallholding please close the gates behind you as it has been known for pigs to escape their paddocks ! And sometimes the horses !

Other helpful information such as emergency contact details, bin collection days etc. should be included in your guest information pack.

Covid 19 Terms & Conditions

During your stay with us, we ask that you follow the current Government advice on Covid 19 management. As part of your booking with us we ask that the names and addresses of each guest are supplied prior to booking confirmation.

Guests are asked to ensure that they are free of Covid symptoms prior to booking in.

Refunds will not be given should your booking have to be cancelled in the event of guest/s contracting Covid 19 prior to the booking.

Full refunds will be given in the event of Government lockdown restrictions being implemented that include the banning of travel for UK holiday purposes.

Dan & Nicky @ Kara Mia & Porky Wrights