



Terms and Conditions

For the purposes of these terms of letting the “guest” shall mean the person named on the reservation form and Wallops Wood Ltd shall be referred to as “we”.

1. Deposit

A provisional booking shall be held for no longer than 48 hours (unless by agreement) and shall become a firm booking when we have received a completed booking form and a deposit equal to one third of the total amount.

2. Payment

Remittances must be made in £s sterling as set out in the invoice by one of the following methods: cheque (made payable to Wallops Wood Ltd); bank transfer (sort code: 30-96-61, account number: 27755060); debit card; or credit card (which may incur an additional charge of 2%). Any charges raised against Wallops Wood Ltd by a guest’s bank for handling dishonoured cheques, bank transfers or other payments or shortfalls will be passed on to the guest.

3. Contract

When a booking enquiry is submitted via our online reservation system, an automatic summary is generated and sent to the email address provided. This summary does not form a contract between the guest and Wallops Wood Ltd. A contract shall only arise when the deposit has been paid and we have confirmed the booking in writing by email. The contract is governed by English Law, and any statutory rights are not affected by anything contained in these booking conditions.

4. Joint bookings

In the event that two or more parties are taking a single cottage together, or more than one cottage, the booking is to be made under a single name (the guest), who shall be responsible for all payments and damage.

5. Communication

All correspondence will be by email unless postal correspondence is specifically requested at the time of booking. We do not warrant, and are not responsible for, the accuracy of any verbal information given or any statement made by our staff or employees.

6. Damages deposit

A damages deposit of £250 will be required at the time of making the final payment (clause 7). This will be refunded no later than 7 days after your holiday (subject to clause 16 below).

7. Final payment

The full balance of the total holiday cost is payable no later than 8 weeks before the date of arrival. Reminders or receipts will not be sent unless requested. If the full balance is not paid on time, we reserve the right to cancel the holiday booking, in which case the deposit will be forfeited.

8. Cancellation

Cancellations must be immediately notified to us by phone and confirmed in writing or by email. We will use our best endeavours to re-let your booking, but will not be bound to accept any booking for your property, especially if we have alternative properties available. For cancellations where we are able to re-let:

- If a deposit has been paid this will be refunded, less an administration fee.
- If the final balance payment has been made we will refund you our final letting price (which may be less than you paid), less an administration fee.

If we are unable to re-let there will be no refund under any circumstances and you will still be responsible for the full rental cost. Cancellation Insurance is not compulsory but we strongly recommend such insurance to protect against the cancellation penalty. We do offer Booking Refund Protection via Booking Protect and further details are found in the booking section of our website.

9. Change of booking

An administration fee of £25 is charged for any changes to a booking. Bookings may not be transferred within one month of the visitor's holiday or from one year to another. If the transfer also involves reducing the length of the holiday e.g. from two weeks to one week, it will be regarded as a cancellation and we are not liable to refund any monies paid.

10. Supplementary packages

The cottages are well equipped and a welcome pack is provided. We can provide a broad range of supplementary packages as listed on the website. Full payment of these packages must also be made at the time of the final payment. Or, if supplementary packages are booked after this date, full payment is required at the time of booking the supplementary package.

11. Non-availability

If the cottage booked becomes unavailable or unusable for some reason prior to the date of arrival, we will immediately notify the guest and offer an alternative cottage. Or, in the event that one is not available, shall reimburse the guest with any monies paid.

12. Occupation

Accommodation is limited to the number of persons for whom the booking is made. We can supply travel cots and additional beds in some cottages for an additional cost, and beds will be made up as twins or super kingsize as agreed. The cottages are not designed for the use of youth groups or student parties. Sleeping in tents or motor vehicles onsite is not permitted. In the event of a breach of this condition, we reserve the right to require the guest and their party to vacate immediately, without recourse to compensation.

13. Loss of property

We cannot be held responsible for loss or damage of guests' belongings or for injury sustained during their stay at the holiday property. In the event of property being left at the cottages best efforts will be made to locate the items and arrange return at the guest's expense.

14. Pets

Up to two pets are welcome in each cottage for a supplementary charge of £25 per animal to cover additional cleaning. More dogs maybe accepted in the case of guide dogs for the blind and hearing dogs for profoundly deaf guests. We ask that worming and flea control programmes are up to date for the benefit of your pets and as a courtesy to subsequent guests in your cottage. Please refrain from allowing your pets on the furniture or leaving them unattended in the cottage. Bags and scoops are provided, please use these and dispose of animal waste in the bins provided. Each cottage has an enclosed garden and a gate with access to the larger shared lawn, please do not allow dogs to run free unattended on the lawn as this space may be used by other guests of Wallops Wood Ltd and is not enclosed. The cottages are in a rural location and there are livestock in the fields nearby, please obey the Countryside Code and keep your dog(s) under close control at all times for their own safety as well as the benefit of livestock and other walkers and their dogs.

15. Rights of entry

Wallops Wood Ltd and/or its agents reserve the right to enter the cottages at any reasonable time for any reasonable cause.

16. Damages

The guest undertakes to keep the cottage and all the furniture, fixtures, fittings and effects in the same state of repair and condition as at the date of arrival subject to reasonable wear and tear. Breakages and damage must be reported as soon as possible. In the event of any damages notified during the stay, or identified during the inventory check following departure, we shall retain all or any part of the damages deposit to cover the cost of repair or replacement.

17. Cleanliness

Every effort is made to ensure the cottages are maintained to the highest standard of cleanliness. The guest undertakes to leave the accommodation in a clean and tidy state at departure. We reserve the right to make a charge for extra cleaning in the event that the cottage is deemed to have been left in an unsatisfactory state at the time of the inventory check following departure.

18. Smoking

Smoking is not permitted inside the cottages. There is a designated smoking area and cigarette bin provided.

19. Arrival and departure

Check-in by the guest and their party is from 4pm onwards. Check-out should take place no later than 10am on the day of departure. Earlier check-in or later check-out times may be agreed by prior arrangement, but may not always be possible.

20. Complaints

Every care is taken to ensure that the cottages are maintained and presented to a high standard. However, if upon arrival, or during your stay, you have any cause to complain, please do let us know immediately, and every effort will be made to assist and rectify the situation. We will not be liable to make any refund in respect of complaints made after departure. We value every booking and want all our guests to enjoy their holidays.

21. Acts of God

Acts of God means any unforeseeable event that is beyond the control of Wallops Wood Ltd, and shall include, but is not limited to: war, natural or nuclear disaster, fire, epidemics or terrorist activity. We are not liable to provide a refund in event of Acts of God and recommend you have appropriate Holiday Insurance to cover this possibility. If the cottages become inaccessible due to bad weather we will do our best to inform the guest and to offer you an alternative week.

22. WiFi

The cottages have a good WiFi signal and the guest will be provided with a code to access this. The guest agrees reasonable and lawful usage of this service.

23. Noise

Loud music is not permitted. Please ensure noise is kept to a minimum between the hours of 11pm and 9am either inside the cottage or in the outside space. Please be considerate of other guests of Wallops Wood Ltd at all times.

24. Special needs

Please inform us at the time of booking if you have any special requirements, for example food allergies or reduced mobility. We have a selection of mobility aids and will ensure they are made available in your cottage by prior arrangement. In the event that we are not notified prior to arrival, we will do our best to meet special needs during your stay, but may not be able to accommodate specific requests if our mobility aids have already been booked for another cottage.

25. Parking

There is adequate parking for guests of all six cottages. We request that only those booked in Teal and/or Hedgehunter use the spaces adjacent to Teal as these are allocated for disabled parking.

Privacy & Cookie Policy

Wallops Wood Limited is committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.wallopswoodcottages.co.uk you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the Act), your data is being collected by Wallops Wood Limited of Sheardley Lane, Droxford, Hampshire SO32 3QY.

Information we may collect from you

We may collect and process the following data about you:

Information you give us. You may give us information about you by filling in forms on our site www.wallopswoodcottages.co.uk (**our site**) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, subscribe to our service, search for a property, place an order or make a booking on our site, submit an enquiry about a property, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey, and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph, dietary requirements and family make-up.

Information we collect about you. With regard to each of your visits to our site we may automatically collect the following information:

- technical information, including the Internet protocol (**IP**) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (**URL**) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

Information we receive from other sources. We may receive information about you if you use any of the other websites we operate or the other services we provide. We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

Strictly necessary cookies. These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.

Analytical/performance cookies. They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

Functionality cookies. These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

Targeting cookies. These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

You can find more information about the individual cookies we use and the purposes for which we use them below:

To enable online bookings we use cookies provided by Supercontrol.

To enable us to monitor the usage of our website and the success of our marketing, we use **Google Analytics**, which uses a variety of cookies. These are used to track visitors and collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

If you would like to see a full up-to-date list of all cookies used by our website, you can use the following cookie-checking website <http://www.cookie-checker.com/> (other cookie-checking websites are available).

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

Uses made of the information

Wallops Wood Limited is a member of Premier Cottages Limited, a professional collective of independent luxury cottage owners. Premier Cottages promotes our properties on our behalf as well as other luxury cottages. As members of Premier Cottages we would like to give them your information so that they can contact you about other quality properties that you might like. You may unsubscribe from this service at any time.

We use information held about you in the following ways:

Information you give to us. We will use this information:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- to provide you, or permit Premier Cottages Limited to provide you, with information about goods or services we feel may interest you:
 - If you are an existing customer, we will contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you.
 - If you are a new customer we and Premier Cottages Limited will contact you by electronic means if you have consented to this by clicking the relevant 'submit' button on the form our website where you enter your information. If you do not want us to use your data in this way, or to pass your details on to Premier Cottages for marketing purposes, please un-tick the relevant box situated on the form on which we collect your data (which include the online booking form where we have one on our site, and our contact and registration forms);
- to notify you about changes to our service;
- to ensure that content from our site is presented in the most effective manner for you and for your computer.

Information we collect about you. We will use this information:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;

- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep our site safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

Information we receive from other sources. We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

Disclosure of your information

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may share your information with selected third parties including:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you.
- Advertisers and advertising networks that require the data to select and serve relevant adverts to you and others. We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in SW1). We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience.
- Analytics and search engine providers that assist us in the improvement and optimisation of our site.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Wallops Wood Limited, or substantially all of its assets, are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation; or to protect the rights, property, or safety of Wallops Wood Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Where we store your personal data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at liz@wallopswoodcottages.co.uk.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to liz@wallopswoodcottages.co.uk.