



## 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: 40-21-03 account number: 22072106); 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 may be 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 Policy**

Wallops Wood Ltd is committed to ensuring the best standards of practice in all our activities. Website users can be assured that the protection of privacy and confidentiality are given the highest priority. All personal information is collected, held and used in strict compliance with the Data Protection Act 1998.

### **Information collected**

Wallops Wood Ltd does not collect any personal information from guests to our website other than information that is knowingly and voluntarily given. Anonymous information is collected, such as the number of visits and page views to the website in a given period or details of properties and dates selected for online bookings, but it is purely statistical and cannot be used to identify an individual user. Cookies are not used to collect any other information from guests to the website. Guests interested in requesting more information can provide contact details via a completed form. Guests cannot be contacted unless such information is given.

### **Use of information**

Information collected from guests may be used to contact you with further details of our current activities or to send details of future initiatives or events, or Premier Cottages (see below). It may also be used for research purposes. By accepting our Terms and Conditions you are indicating your consent to receiving these communications from us unless you let us know otherwise. You can inform us at any time if you no longer require such information to be sent and we will arrange for you to be removed from the database.

### **Premier Cottages**

As members of Premier Cottages (a marketing collective of the best four and five star cottages in the UK) we have agreed to supply to Premier Cottages Ltd the names, postal and email addresses of all guests booking with us or proposing to book with us during the previous year, so that Premier Cottages can market ourselves and other members of the collective through the distribution of a Premier Cottages brochure and promotional emails from time to time.

### **UpFront Reviews**

Wallops Wood Ltd uses a guest review service called UpFront Reviews, which is part of our booking system. We will share with them your email address so they can contact you directly by email to ask you to review your stay at our property.

### **Third party disclosure**

Wallops Wood Ltd will NEVER pass any personal information on to any third party without your consent.

### **Data security**

Wallops Wood Ltd takes appropriate measures to safeguard the information we hold from unauthorised access or improper use. Our database is stored in a secure, password protected location. Only users authorised by us have access to this data.

### **Integrity of data**

Wallops Wood Ltd takes all reasonable measures to ensure that the information we hold is accurate. In particular we use reliable collection methods and destroy or convert to an anonymous form, any out-of-date data. Individuals may request details of all personal information held by us so as to contest inaccurate or incomplete data, verify the information and have it corrected as appropriate.

### **Children**

Wallops Wood Ltd website is not targeted at children but in any event personal information will not knowingly be collected from children under fourteen years without parental consent.

Any queries relating to our collection or use of personal information should be addressed to [liz@wallopswoodcottages.co.uk](mailto:liz@wallopswoodcottages.co.uk).