



## 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. 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 and Cookies Policy

This policy (together with any other documents we refer to in it) 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.

### Who we are

“We” or “us” means Wallops Wood Limited trading as Wallops Wood Cottages.

If you wish to contact us, please click here <https://www.wallopswoodcottages.co.uk/contact.html>

By contacting us, using our services or visiting our website, which is owned and controlled by us (“our site”), you are accepting and consenting to the practices described in this policy unless you inform us otherwise.

### Information we 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 or by corresponding with us by phone, e-mail or otherwise. This includes information you provide if you register to use our site, subscribe to our service, 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, date of birth, financial information; personal description; dietary requirements; medical conditions; allergies; dependants personal information, next of kin details, employment status/history.

#### Information we collect about you

With regard to 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;
- 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 from third parties such as online travel agents or booking engines. When that data is collected from you, you should be informed by those third parties at that stage that it may be shared internally by us and combined with data collected from multiple sources.

We also work 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.

### We also receive information about you from 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 our booking engine.

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://sitebeam.net/cookieLaw/test-your-compliance/> (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

We use information held about you in the following ways:

#### Information you give to us

We will use this information to:

- notify you about changes to our service;
- ensure that content from our site is presented in the most effective manner for you and for your device.

Where you have indicated to us that you are happy for us to do so, we may also use this information to:

- provide you with information about other services we offer that are similar to those that you have already enquired about or receive from us; and
- provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only 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, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please leave the relevant box blank situated on the form on which we collect your data.

#### Information we collect about you

Examples of how we will use this information includes (but is not limited) to;

- administer our services, and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- improve our site to ensure that content is presented in the most effective manner for you and for your device;
- allow you to participate in interactive features of our services, when you choose to do so;
- keep our services, site and premises safe and secure;
- measure or understand the effectiveness of our service.

#### 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

You agree that we can share your personal information with:

- our suppliers and sub-contractors for the performance of any contract we enter into with them to allow us to provide services to you, and only where they are under a duty to deal with your personal data in accordance with the law; and
- anonymously, with analytics and search engine providers that assist us in the improvement and optimisation of our site or business.

We use third party processors and as such may share your information with them. The processing of this information will be in line with the third parties privacy policy. The third party processors we use are as follows:

- Supercontrol, (our booking engine)
- SagePay (our payment processor and credit card/debit card payments)
- Google Analytics (anonymously, for the purpose of tracking customer journeys on our website)
- Facebook (we use Facebook Pixel, which may track your journey if you click through from Facebook)
- Mailchimp for the purpose of sending newsletters to subscribers

We will 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 we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or terms and conditions of supply of services and other agreements; or to protect the rights, property, or our safety, the safety of our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

We are a member of [Premier Cottages](#), a professional collective of independent luxury cottage owners. Premier Cottages promotes 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.

#### [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. By providing us with your personal data, you agree to this transfer, storing and/or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers or on secure servers operated by a third party. 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 ask for your permission 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. If you have given us permission to disclose information about you to a third party, you may revoke that permission at any time by contacting us.

You have the right (subject to certain restrictions) to request any of the following; we ask that you send such requests to our contact details as listed above:

- **Access** – to access all the personal data we hold about you;
- **Erasure** – that we erase all personal data we hold about you, if that data is no longer being used for the purposes you have consented to or if you revoke your consent;
- **Portability** – to copy or transfer the personal data we hold about you to another party.

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.

### Data retention

We will not store your data for any longer than is necessary. If you are a user of our services, then your information will be held for as long as you continue to use our services.

If you cease to use our services, your personal data will be anonymised for statistical purposes shortly after you stop using our services.

### 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 the Privacy & Cookies Policy are welcomed and should be addressed to [andrew@wallopswood.co.uk](mailto:andrew@wallopswood.co.uk)

## USAGE OF OUR HOT TUBS HERE AT WALLOPS WOOD COTTAGES

### SAFETY PRECAUTIONS

Refrain from drinking alcohol in the tub. For other drinks there are plastic glasses in all cottages. Please do not bring glass ones into the hot tub area.

People with a heart condition or pregnant women should not use the hot tub.

Children should be supervised at all times.

Please lock the lid closed when not in use to keep the heat in, keep the children out, and prevent the lid from blowing off.

### USAGE POLICY

Hot tubs are there for everybody to enjoy but must be used with consideration for other guests. We would respectfully ask that the **hot tubs are not used after 10.30p.m** because of their proximity to your neighbour's bedroom.

Anybody deemed to be causing a disturbance to other guests may be asked to vacate the hot tub.

To prevent damage to the filters, blockage and excessive foaming, please shower before using the hot tub to remove body lotion, fake tan, sun tan lotion, perfume etc.

This is a hot tub, not a swimming pool. Therefore please do not allow children to jump or dive in.

If the hot tub stops working, or warning messages appear on the control screen, please contact Management and we will deal with it as soon as practically possible. Please do not try to rectify matters yourself.

If the hot tub overflows or otherwise loses water then it may run low. If the level drops below the filter housing in the corner then it will stop circulating and shut down to avoid damage to the pumps and the heater unit. The display will show 'LF' or similar indicating the problem, it will require topping up with water – please contact us to arrange this and we will do this as soon as we can. Be aware however, that it may take up to 2 hours for the tub to re-heat the water.

### USE OF THE HOT TUB

Upon arrival the hot tub will be ready. Release the padlock with code given (same as keybox code). Fold the front half of the cover back over the metal bar and then lift the whole lot back. The metal lifting bar is there to make it an easy one person operation. Do not try to lift off cover without bar.

**The only controls you need to use are the buttons for JETS 1, BLOWER 1 and LIGHTS, should you require them. DO NOT TOUCH MODE or you will put the Hot Tub to sleep (cold).**

Please use the steps for safe entry and exit, removing any debris from your feet beforehand.

The water is treated with Bromine in a dispenser which bobs around in the water. Please keep this in the tub as this is what keeps the water clean.

From time to time you may see a staff member coming into the garden to check the chemical balance in the hot tub.

If you have any concerns about anything to do with the hot tub please refrain from using and contact the management.

# Swimming Pool Rules

The pool is open daily between the hours of 8am-8pm.

The pool is **unsupervised** and there is **no** lifeguard on duty. Guests are advised to exercise extreme care when using the swimming pool facilities and swim at their own risk.

Persons **under the age of 16** are permitted to use the facilities only when accompanied by an adult who shall be responsible for that person's conduct at all times.

All pool users **must** shower before entering the pool.

No smoking within the pool building.

No food, glasses or outside shoes in the pool area.

Guests must use their own towels for swimming and not the bath towels provided in the cottages.

Infants should use a swimming nappy. If your child has an accident, the pool must be evacuated and closed. The debris must be removed immediately and a member of staff informed.

We **do not** advise using the Jacuzzi during pregnancy. We ask that you refrain from using the facilities if you have had an infectious or contagious medical condition.

The pool may be closed at any time for essential maintenance work, special functions or any other reason the management feel necessary.

Wallops Wood Cottages accept no liability for any illness or injury resulting from overexertion or exacerbation of any medical condition caused by the use of the swimming pool or facilities.

No responsibility will be accepted for loss or damage to the property or valuables of any guest.

In the interests of safety, all users must observe the Swimming Pool Users Safety Code at all times.



**THIS SWIMMING POOL IS USED AT YOUR OWN RISK. CHILDREN, POOR OR NON SWIMMERS  
MUST BE SUPERVISED AT ALL TIMES**

**OWNERS/ COMPANY ACCEPT NO LIABILITY FOR ANY LOSS OR INJURY**

## **Swimming Pool Users Safety Code**

### **1. Spot the dangers**

Take care, swimming pools can be hazardous. Water presents a risk of drowning, and injuries can occur from hitting the hard surrounds, or other misuse of equipment.

### **2. Always swim within your ability**

Never swim after a heavy meal or after alcohol. Avoid holding your breath and swimming long distances under water. Be especially careful if you have a medical condition such as epilepsy, asthma, diabetes or a heart condition.

### **3. Check new places**

Every pool is different, so always make sure you know how deep the water is, and check for other hazards such as diving boards, water slides and steep slopes into deeper water etc.

### **4. Take safety advice**

Follow advice provided for yours and others' safety. Avoid unruly behaviour which can be dangerous; acrobatics in the water; or shouting and screaming (which could distract attention from an emergency). Remember that a moment of foolish behaviour can cost a life.

### **5. Look out for yourself and other swimmers**

It is safer to swim with a companion. Keep an eye open for others, particularly young children and non-swimmers.

### **6. Learn how to help**

If you see somebody in difficulty, call for help immediately. In an emergency, keep calm and do exactly as you are told.

Emergency Services – 999

Office – 01489 878888

Andrew – 07989 323693

Katherine – 07768 172644